

POSITION TITLE:	Victims Support Worker - Victims Assistance Program
POSITION LOCATION:	Warrnambool – travel throughout the Wimmera South-West DFFH region may be required
CLASSIFICATION:	Social, Community, Home Care and Disability Industry Award 2010. Level 4 Pay Point 1-3 dependent on skills and experience
TEAM:	Victims Assistance Program
EMPLOYMENT:	0.8 to full time 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. The SAFV Centre is providing leadership support to Emma House.

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.

Emma House is a feminist organisation, and our aim is to provide an empowering, respectful and culturally sensitive service committed to best practice. The EHDVSI hope 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 are 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 we are 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.

PRIMARY PURPOSE OF THE ROLE

The Victim Support Worker provides a variety of support functions to victims of crime which may include provision of intake and assessment, crisis support, case management and case work. The position will work collaboratively with the VAP Team Leader, Family Violence Practice Lead and Aboriginal Engagement Worker to provide a client centred approach that promotes recovery through the provision of psychological first aid, support, information, advocacy, referrals, outreach, education, community links and use of limited brokerage funds.

REPORTING RESPONSIBILITIES

The position directly reports to the Victims Assistance Program Team Leader but is expected to work collaboratively across the entire service delivery team.

KEY RESPONSIBILITIES

- Undertake intake assessments and provide varying levels of support to victims of crime with low, medium and/or high needs.
- Provide ongoing advocacy, support, information and referral through the criminal justice system, ensuring provision of accurate and informed information on the processes.
- Provide timely and culturally sensitive discrete support and/or case management support to victims in accordance with best practice case management as well as the VAP practice manual and guidelines.
- Manage and maintain a high-volume caseload.
- Provide ongoing advocacy, support, information and referrals to victims of crime to ensure they are fully aware of justice processes and broader supports available.
- Provide a range of wellbeing supports on a continuum that include psychological first aid, safety planning and/or risk assessment through to assisted referrals for formal therapeutic interventions.
- Provide psychological first aid, information, referral, casework, and advocacy and case management services to victims of crime.
- Provide information and assistance to clients to navigate the criminal justice system.
- Adhere to relevant frameworks, standards, policies and procedures of The SAFV Centre and comply with VAP service standards, practice manual, contract guidelines and local operating procedures.
- Liaise with other service providers and support victims to participate in criminal justice system proceedings.
- Support processes and partnerships with other organisations, particularly Victoria Police, to improve coordination of care; including co-location at police stations.
- Participate in community education activities that promote and inform others about the VAP.
- Build and maintain positive working relationships with other external services.
- Work within a team delivering a range of services whilst clearly understanding boundaries and roles and responsibilities when working independently.
- Ensure confidentiality and legislative and service requirements are maintained including completion of data collection, reporting and case notes within a timely manner.
- Actively participate and prepare for staff, team and organisational meetings, professional development and regular supervision meetings with the VAP Team Leader.
- To make sound clinical decisions independently, and as part of a team.
- To liaise with related services and other stakeholders

Pre-Employment Screening

Emma House 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

- A Bachelor or working towards a qualification in social work or other relevant disciplines.

Experience, Skills and Abilities

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

- Commitment to the vision, philosophy and objectives of EHDVSI
- A demonstrated knowledge of the issues impacting victims of crime and a good understanding of the Criminal Justice System.
- Understanding of risk assessment and case management principles, crisis intervention and casework alongside the capacity to manage high volume caseloads.
- Knowledge and understanding of the impacts of trauma and the gendered nature and complex dynamic of family violence.
- Demonstrated understanding and commitment to building partnerships and networks with external organisations.
- Well-developed communication skills and an ability to work collaboratively with internal and external stakeholders.
- Ability to work independently, to act at all times with professional integrity and to work collaboratively as part of a team and the broader organisation.
- Demonstrated ability to manage change, competing priorities and reflect and analyse complex problems and provide workable solutions.
- Ability to accurately record data, evidence outcomes, write reports and comply with funding body requirements.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Ability to work cooperatively and collaboratively with service users, colleagues and other service providers
- Understanding of, and a commitment to maintaining professional practice and boundaries
- Knowledge of the principles of gender inequality and feminist theory

***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