



Position Description

Position Identification			
Position Title:	Victims Support Worker		
Direct Reports	0	Indirect Reports:	0
HRIS Position Number:		Effective Date:	20 March 2017
Location:	<u>Northern Metropolitan office- Preston (or as otherwise directed)</u>		
Scope of Practice:	Scope of Practice Link		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification <small>*For HR use only</small>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement <ul style="list-style-type: none"> Social Worker, Grade 2 (translated to SCHCADS 5) 		
Organisational Context			
Divisional:	Family & Community Support Services		
Program:	Victims Assistance Program	Unit: Intake and Response Team	
Organisational Chart	<pre> graph TD GM[General Manager Family & Community Support Services] --> M[Manager -Victims Assistance Program] M --> IRTL[Intake & Response Team Leader] M --> HVTL[Hume VAP Team Leader] M --> NVTL[Northern VAP Team Leader] IRTL --> VSW[Victims Support Worker] </pre>		
Position Summary			
<p>Merri Health is the provider of the Victims Assistance Program (VAP). The program, funded by the Department of Justice & Regulation, provides services and support to victims of violent crime across the Northern Metropolitan and Hume regions.</p> <p>The VAP Intake Worker is part of the Intake and Response Team, a dedicated unit within VAP that is the central point for referrals for both the Northern Metropolitan and Hume regions. The intake worker provides a range of support functions to clients who have been affected by violent crime including intake, assessment, psychological first aid and practical supports. The Intake Worker works with other staff members to facilitate case allocation to Counsellors and Victim Support Workers. The Intake Worker aims to promote recovery through the provision of support, information, referrals, education, and community links.</p> <p>The Intake Worker collaborates with Northern Metropolitan & Hume VAP staff as well as partners and stakeholders to ensure that services to clients are integrated and to provide equitable access to the program for people from diverse backgrounds. The Intake Worker is supported by the Intake & Response Team Leader and Program Manager and works with management to develop and review the VAP.</p>			



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Position Accountabilities

Service Delivery

- Provision of practical support and VAP case management services for victims of violent crime including: support, assessment, case plan development, advocacy, education, referral, including the use of brokerage funds as directed and appropriate.
- Undertake initial needs assessment including urgency of need, risk, appropriate referrals (internal & external) and follow-up assessments & actions.
- Provision of a range of mental health and wellbeing supports on a continuum that include psychological first aid, safety planning or risk assessment through to assisted referral to formal therapeutic interventions.
- Provision of client centred, efficient and effective VAP case management service for victims of a violent crime underpinned by a social health framework and principles for practice and service integration and collaboration.
- Assist clients in crisis to access appropriate crisis services and assessments.
- Liaise with internal and external services to maintain relevant links and networks to strengthen services to victims of crime.
- Carry a caseload as directed by the line manager.
- Provision of centre based, outreach and co-located services as appropriate.
- Participation in Training that focuses on issues for victims of crime.
- Comply with DJR VAP service standards, practice manual, contract guidelines, and local operating procedures.
- Ensure case notes and other client information is recorded according to service standards and practice

Accountability

- Ensure all data management and reporting is completed.
- Participation in annual performance reviews and professional development plans
- Participation in the development and implement of a VAP Community Education Plan incorporating community education, partnerships and community building strategies to ensure they meet established goals.
- Participation in the ongoing development of the VAP to ensure it is meeting community and client needs.
- Ensure timely provision of relevant reports and statistics as required by the organisation and funding bodies.
- Act as a resource to other team members, sharing expertise to facilitate best outcomes for clients.

Other

- Adhere to Occupational Health and Safety standards within the organisation.
- Adhere to the Organisational and Program policies and procedures.
- Contribute to other relevant Merri Health activities as directed.
- Undertake any other duties as directed by the Team Leader/Manager
- Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.
- Undertake any reasonable additional tasks as directed by Merri Health.
- Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.



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<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes Sound upper limb joints, with the ability to withstand repetitive upper limb activity May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none"> Be proactive in risk identification, notification and management. Comply with Merri Health’s policies and procedures Participate in quality improvement activities and engage clients in these activities when relevant. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ community to join our workforce.</i></p>
<p>Capabilities</p>	<p>All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can found within Merri Health’s Capability Matrix.</p>
<p>Key Selection Criteria</p>	
<p>Essential</p>	<ul style="list-style-type: none"> Tertiary Qualification in Social Work or other related discipline determined by Merri Health Demonstrated experience and skills in information provision, intake, risk assessment and referral Demonstrated casework and/or case Management experience Experience/knowledge of basic counselling, utilising a variety of intervention methods and the development of on-going support structures Sound knowledge base and demonstrated experience in working with trauma and recovery An understanding of issues for people affected by crime Demonstrated understanding of the needs, issues and sensitivities of people from culturally and linguistically diverse backgrounds Highly developed interpersonal, oral and written skills Ability to plan and manage time
<p>Desirable</p>	<ul style="list-style-type: none"> An understanding of the criminal justice system. Demonstrated experience working in a community organisation Knowledge of local and regional services



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	<ul style="list-style-type: none">• Knowledge of relevant information systems & software i.e. Microsoft Word, Excel, Outlook & Resolve• Knowledge and experience in community development/ education.
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Working with Children check• Current full or probationary drivers licence