



Position Description

v3.7

POSITION TITLE: Victim Response Worker	
FTE:	1.0 (38 hours per week)
Classification:	Band 3.1.1 SCHADS Level 4
Division:	Community Services
Program:	Trauma & Recovery
Location:	Site based, with the option of hybrid working in accordance with the Windermere Ways of Working with your primary location being the South Eastern Melbourne region, including outreach to support consumers (if applicable to your position). Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
Tenure:	Ongoing
Date:	January 2026

1. About Windermere

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations.

We believe that everyone is someone in our community and we deliver services through critical partnerships with governments in the areas of:

- 1. Family Wellbeing** to help families achieve safety and stability
- 2. Disability Support** to enable people of all abilities to participate in their communities
- 3. Development & Early Childhood Education** to help children reach their full potential
- 4. Victims Assistance** to support victims of trauma, assault and/or violent crime
- 5. Community Strengthening** to respond quickly to emergencies, disasters and emergent needs.

2. Our Purpose, Vision and Values

Our Purpose: We get in early to make a difference in the lives of individuals, families and communities.

Our Vision: A stronger, connected and supported community.

Our Promise: Our many services working together with you for a better life.

3. Our Commitment to our Employees

At Windermere, we live our values and care about:

- Our consumers and our people, offering the support and flexibility we all need to thrive
- Creating inclusive environments that celebrate diversity and affirm authenticity
- Supporting career development and nurturing potential



4. Key result areas, responsibilities and performance measures

Key Result Areas	Responsibilities	Performance Measures
Operational day-to-day service provision of VRU services	<ul style="list-style-type: none">• Promptly attend to Helpline referrals, incoming calls, correspondence, email enquiries and walk-ins, as appropriate and as allocated by senior practitioner.• Respond to enquiries and onboard new consumers according to service requirements.• Provide psychological first aid and risk assessment as part of intake response.• Provide referral options for those not eligible for VAP - assist consumers to navigate the Community and Health Service.• Provide supportive episodes of care to consumers initiating immediate strategies required, in accordance with the Victims Charter, Windermere policies and procedures and DoJCS guidelines.• Keep accurate and up to date consumer files and case notes – assist with RESOLVE data management.• Seek guidance and advice in relation to difficult matters within an appropriate	<ul style="list-style-type: none">• General and program specific enquiries are responded to efficiently and within program and organizational KPIs.• All program specific administrative tasks are completed within the required time frames.• Consumers files re updated as required.• Maintain Intake Spreadsheet• Comply with consumer contact / follow up guidelines.• Email police informant / referrers when unable to contact referred victim.• All victim details to be entered into Resolve within 1 business day.• All data is entered to RESOLVE as per program KPI's.

	timeframe from senior practitioner VRU or team leader.	
Team Responsibilities	<ul style="list-style-type: none"> Develop and maintain professional relationships with internal and external stakeholders. Assist in the induction and mentoring of new staff in relation to intake procedures. Complete other duties as requested by senior practitioner or manager. Positively contribute to the culture and spirit of the VAP team, work environment and to Windermere. Contribute to productive and positive team meetings. 	<ul style="list-style-type: none"> Contribute to the development of procedures and systems within this program. Submit timecards on time. Apply for all leave on ConnX and provide all supporting documents. Positively embrace and adopt change as it occurs.
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<ul style="list-style-type: none"> Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor. Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. 	<ul style="list-style-type: none"> Ensure policies, procedures and codes are complied with at all times. Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. 100% attendance at performance reviews. Completion of induction and orientation within set timeframes. Positively embrace and adopt change as it occurs. Ensure arrangements are made so that 100% of courses are attended or completed. Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. Protect the rights, safety and wellbeing of children and provide a child safe environment.

	<ul style="list-style-type: none"> • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	
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The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

This position description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

5. Capability Framework Mapping

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards

regarding day to day work practices in all areas of workforce management including:

- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles • learning and development activities aligned to specific capabilities

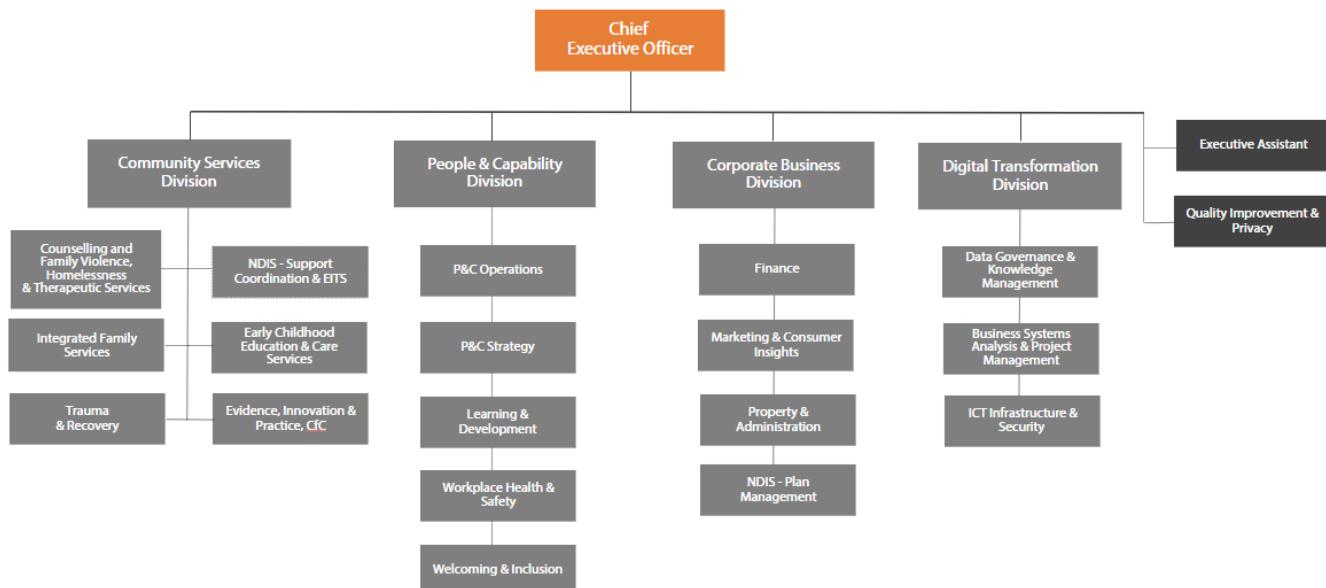


- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles
- workforce planning by identifying current and future workforce capability needs and gaps

This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Service Delivery	Intermediate
2	Adaptability	Intermediate
3	Innovation & Continuous Improvement	Foundation
4	Collaboration	Foundation
5	Vision & Strategic Drive	Foundation
6	Leadership	Foundation

6. Organisational relationships



Line Manager:	Team Leader – Victim Response Unit
Supervises:	Not applicable
Internal relationships:	VRU team members, VAP colleagues across all regions, all Windermere staff
External relationships:	Consumers, other VAP providers, DoJCS, stakeholders referring to the program

7. Key selection criteria

- Tertiary qualifications in relevant and related discipline.
- Experience with the Community and Health Sector – newer graduates will be considered.
- Capacity to undertake intake and assessment skills with the ability to rapidly engage consumers.
- Capacity to provide sensitive and tailored responses to victims from diverse backgrounds and communities.

- Exceptional interpersonal and communication skills.
- High level of understanding of the complex needs of consumers impacted by violent crime.
- Ability to use a range of IT/web-based applications to manage workflow in accordance with organisational requirements and privacy principles.
- Excellent work/time management skills.
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence
- Willingness to undertake relevant pre-employment screening and checks - including Police Check, Pre-Employment Medical and Working with Children's check
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

8. Application details

To ensure your application is considered please include the following information:

- Cover Letter addressing the Key Selection Criteria
- Current Resume

9. Acceptance

I have read this Position Description (PD) and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- Additional or other duties and responsibilities of a similar level of capability may be allocated to me during my course of employment. Where needed I will be provided with additional training and support as per the Learning and Development policy.
- This PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this PD, are indicative. KPIs will be set by my Supervisor or Manager in discussion with me, for each year or another set period.

Occupant:

Name: _____

Signature: _____ Date: _____