

<b>POSITION TITLE:</b>	<b>Victim Response Worker</b>
<b>FTE:</b>	<b>0.8 (30.4 hours per week)</b>
<b>CLASSIFICATION:</b>	<b>Band 3.1.1 SCHADS Level 4</b>
<b>DIVISION:</b>	<b>Trauma &amp; Recovery</b>
<b>PROGRAM:</b>	<b>Victims Response Unit, Victims Assistance Program</b>
<b>LOCATION:</b>	<b>Hybrid, in accordance with the Windermere Ways of Working with your primary location being Eastern Melbourne, 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.</b>
<b>TENURE:</b>	<b>Ongoing</b>
<b>DATE:</b>	<b>September 2024</b>

## 1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

## 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. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES**

Key Result Areas	Responsibilities	Performance Measures
<b>Operational day to day service provision of VRU services</b>	<ul style="list-style-type: none"> <li>• Promptly attend to Helpline referrals, incoming calls, correspondence, email enquiries and walk-ins, as appropriate and as allocated by senior practitioner.</li> <li>• Respond to enquiries and onboard new consumers according to service requirements.</li> <li>• Provide psychological first aid and risk assessment as part of intake response.</li> <li>• Provide referral options for those not eligible for VAP - assist consumers to navigate the Community and Health Service.</li> <li>• Provide supportive episodes of care to consumers initiating immediate strategies required, in accordance with the Victims Charter, Windermere policies and procedures and DoJCS guidelines.</li> <li>• Keep accurate and up to date consumer files and case notes – assist with RESOLVE data management.</li> <li>• Seek guidance and advice in relation to difficult matters within an appropriate timeframe from senior practitioner VRU or team leader.</li> </ul>	<ul style="list-style-type: none"> <li>• General and program specific enquiries are responded to efficiently and within program and organizational KPIs.</li> <li>• All program specific administrative tasks are completed within the required time frames.</li> <li>• Consumers files re updated as required.</li> <li>• Maintain Intake Spreadsheet</li> <li>• Comply with consumer contact / follow up guidelines.</li> <li>• Email police informant / referrers when unable to contact referred victim.</li> <li>• All victim details to be entered into Resolve within 1 business day.</li> <li>• All data is entered to RESOLVE as per program KPI's.</li> </ul>
<b>Team Responsibilities</b>	<ul style="list-style-type: none"> <li>• Develop and maintain professional relationships with internal and external stakeholders.</li> <li>• Assist in the induction and mentoring of new staff in relation to intake procedures.</li> <li>• Complete other duties as requested by senior practitioner or manager.</li> <li>• Positively contribute to the culture and spirit of the VAP team, work</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to the development of procedures and systems within this program.</li> <li>• Submit timecards on time. Apply for all leave on ConnX and provide all supporting documents.</li> <li>• Positively embrace and adopt change as it occurs.</li> </ul>

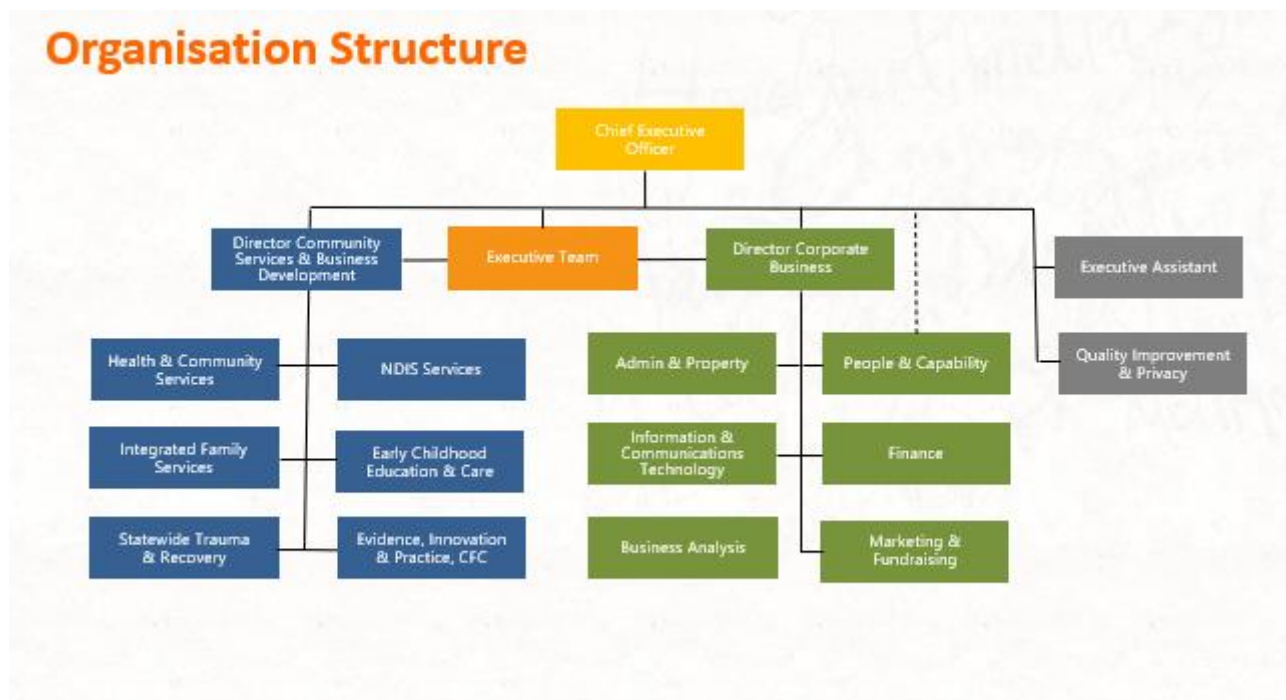
	<p>environment and to Windermere.</p> <ul style="list-style-type: none"> <li>• Contribute to productive and positive team meetings.</li> </ul>	
<p>Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours.</li> <li>• 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.</li> <li>• Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices.</li> <li>• Meet the challenges of change as it occurs within the service and organisation.</li> <li>• Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor.</li> <li>• Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure policies, procedures and codes are complied with at all times.</li> <li>• Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct.</li> <li>• 100% attendance at performance reviews.</li> <li>• Completion of induction and orientation within set timeframes.</li> <li>• Positively embrace and adopt change as it occurs.</li> <li>• Ensure arrangements are made so that 100% of courses are attended or completed.</li> <li>• Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</li> <li>• Protect the rights, safety and wellbeing of children and provide a child safe environment.</li> </ul>

The employee will be expected to perform other duties outside those set in the 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.

The 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 equity & equality for consumers and employees, this by building diverse and inclusive services and work environments, 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.

#### 4. ORGANISATIONAL RELATIONSHIPS



**LINE MANAGER:** Senior Practitioner Victims Response Unit, Manager Trauma and Recovery

**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

#### 5. 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.
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

#### 6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

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I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

**Occupant:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_