



Victims of Crime NT

***Victims of Crime NT are committed to assisting those who have been or may be affected by crime, by providing them with support, advocacy, and prevention strategies.***

## POSITION DESCRIPTION

<b>Position Title:</b>	Intake and Support Officer
<b>Remuneration:</b>	SCHADS Award (MA000100) Level 5
<b>Type of Position:</b>	Full time
<b>Purpose of the Role:</b>	Provide effective and efficient intake systems and complementary support to victims of crime

### **Organisational Environment:**

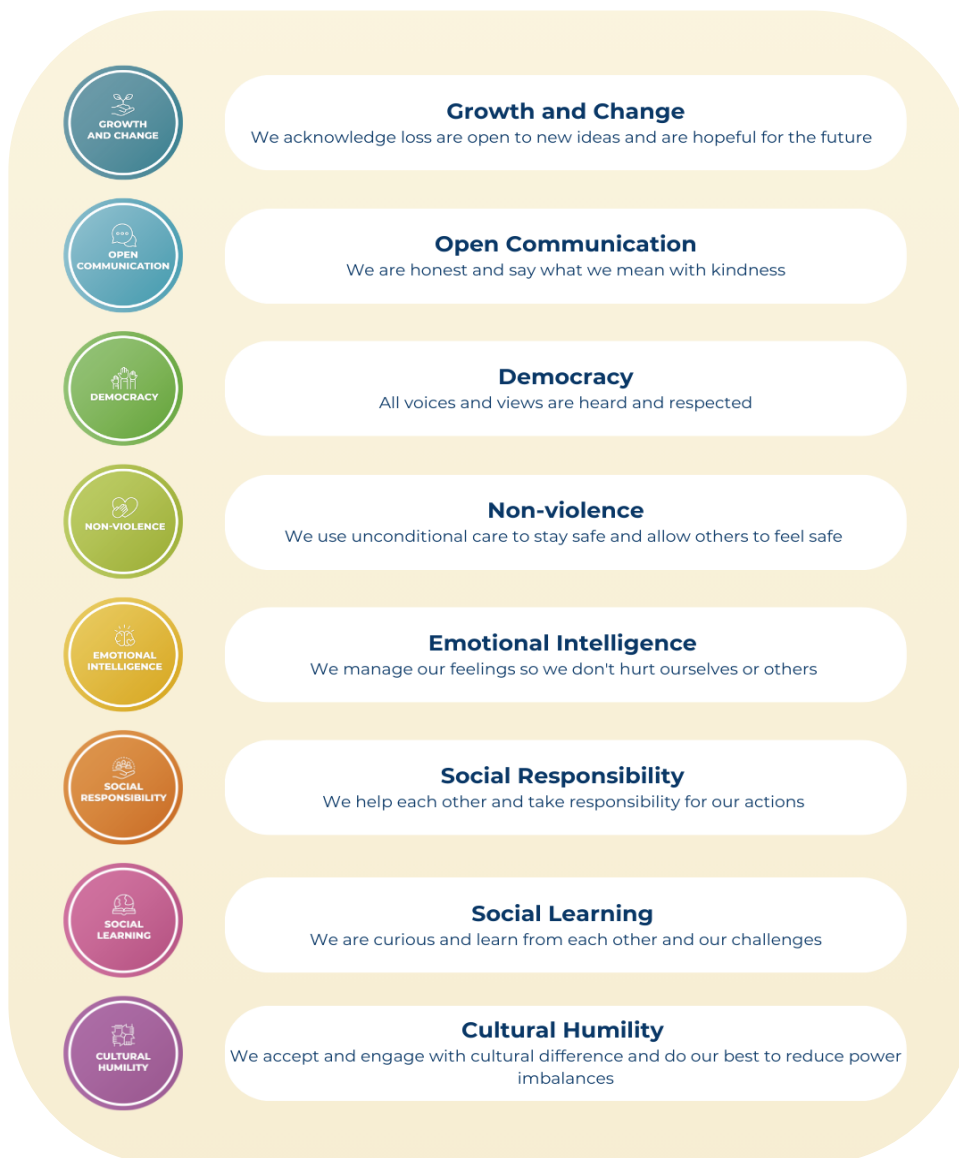
Victims of Crime NT Inc. (VoCNT) is a community organisation, established in 1995 to support victims across the Northern Territory who are affected by crime. Our aim is to assist people to recover, restore and grow through the provision of a range of practical and emotional support services, and prevention activities. VoCNT advocates for and promotes public and government awareness of the needs, rights, and interests of victims of crime.

Victims of Crime NT operates in accordance with its mission and vision statements, organisational values and policy framework. Our team commits to a Code of Conduct, Privacy and Confidentiality requirements, and actively participates in organisational planning and development. VoCNT has offices in Darwin and Alice Springs, and regularly visits Tennant Creek, Katherine and Nhulunbuy to deliver services. Our work in remote communities is ongoing and is planned and prioritised annually. The location of this position can be based at either our Alice Springs or Darwin office. Some travel to regional and remote communities may be required.

The organisation is committed to reconciliation and is about to begin our second *Innovate* Reconciliation Action Plan. We understand the intergenerational impacts that colonisation has had on First Nations people and recognise their over representation within the criminal justice system. We are striving to provide culturally appropriate services to support First Nations people in their experiences of criminal victimisation.

VoCNT promotes a supportive, collaborative, and accountable team environment and is committed to the development of our staff. We have a life-long learning and continuous improvement philosophy, and all staff have a learning and development plan. Flexible workplace practices are in place where possible to support our workforce.

VoCNT adopts the Sanctuary model for the whole of the organisation. Sanctuary helps us to build a trauma informed community that acknowledges adversity as a human experience, and creates safety for healing, recovery, and growth to occur. VoCNT is working towards accreditation as the first Sanctuary provider in the NT. Our 8 Sanctuary commitments provide the backdrop for this approach:



### Key Responsibilities:

- Provide a prompt intake response to victims of crime seeking support via a range of incoming referral mechanisms
- Ensure information systems and processes are maintained with accurate client information
- Provide support to victims
- Collaboratively participate in processes, meetings, training, and evaluations to improve service delivery and shape a positive team and organisation culture.
- Maintain a continuous effort to implement the Sanctuary model into daily practice

### Duties:

- Ensure incoming calls and referrals are responded to within expected timeframes.
- Provide a warm, empathic, safe, and reassuring response when talking with clients.
- Make initial needs assessments of clients that is professional, culturally safe and non-judgemental.
- Deliver high quality and tailored initial responses to clients that align with the VoCNT practice framework and philosophy.
- Monitor incoming referral systems and follow up with clients as needed.



- Ensure accurate and complete client data is promptly entered into record keeping/case management systems
- Liaise with supervisor in relation to complex client cases
- Display a willingness to assist others and provide peer support to the Property Crime and Victim Support teams.
- Assist victims to complete applications to the Crimes Victims Services Unit
- Escalate critical risks or issues to Victim Support Manager and recommend viable solutions.
- Complete other general administration tasks as requested.
- Disseminate informative resources to the public, community groups and other service providers on the support available to victims of crime
- Apply your knowledge of trauma theory to all interactions with clients, colleagues and external stakeholders
- Utilise the S.E.L.F (Safety, Emotions, Loss, Future) framework for problem solving, teamwork and critical thinking
- Practice the 8 Sanctuary commitments with purpose and intention
- Actively participate in the use of VoCNT's Sanctuary Toolkit to build safety, strengthen relationships and promote growth and change

**Qualifications, Professional Memberships, Experience:**

- 2 years practice experience which includes time within the NFP sector
- Minimum 3-year tertiary qualification in the Human Services, Social Sciences or related field
- Willingness to undertake further training and development.

**Other Requirements:**

- Driver's license
- Ochre card and Police check

**Key Selection Criteria:**

1. Ability to hold a positive perspective, mindset, and attitude and exemplify this in client service.
2. A strong ability to connect interpersonally with a diverse range of people that are clients, volunteers, peers and service providers.
3. Excellent organisation and time management skills, with the ability to plan and organise competing priorities.
4. Hold an approachable manner and sensitive communication skills that build safety and positive relationships.
5. Commitment to working as part of a team to deliver client centred and trauma informed services within a small team.