

POSITION DESCRIPTION

Position Title:	Operations Officer, South
Remuneration:	SCHADS Level 4, Salary sacrifice is available
Type of Position:	Full time
Purpose of the Role:	Provide effective operational support for Property Crime Programs in the Southern region

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. This position is based at the VoCNT Alice Springs office but will require occasional travel.

The organisation is committed to reconciliation and will soon begin the second stage of their 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 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:

Nonviolence	We use unconditional care to stay safe and allow others to feel safe
Emotional Intelligence	We manage our feelings, so we don't hurt ourselves or others
Social Learning	We are curious and learn from each other and from our difficulties
Democracy	All voices and views are heard and respected
Open Communication	We are honest and say what we mean with kindness
Social Responsibility	We help each other and take responsibility for our actions
Growth and Change	We acknowledge loss, are open to new ideas and are hopeful for the future
Cultural Humility	We accept and engage with cultural difference and do our best to reduce power imbalances

Key Responsibilities:

- Provide end to end assistance to clients accessing the Clean-up and Resecure (CRP) Vehicle Resecure (VRP) and Security Improvement Programs (SIP) under the Restore, Recover, Protect banner
- Provide end to end assistance to businesses accessing the Business Resecure Program
- Actively contribute to a positive team culture and collaborative working environment

Duties:

- Follow procedures to arrange financial assistance for residential and business clients: ensuring eligibility, arranging quotes, contacting suppliers, following up on works completed and payments submitted to finalise and close cases.
- Respond to incoming referrals via Brios, SupportLink, Voip and website
- Enter all client statistics into the CDS database promptly and utilise the CDS dashboard daily to follow up on any outstanding work/client action to ensure cases are completed or closed within specified timeframes
- Maintain accreditation and knowledge in the use of *Crime Prevention Through Environmental Design* (CPTED) principles
- Conduct home security assessments on residences and provide a timely (within 3 days) report to clients, facilitating access to funding where eligibility applies
- Promote the availability of other VoCNT programs to clients and make referrals when required
- Build and maintain effective relationships with identified partner agencies and key stakeholders in Tennant Creek and Alice Springs, to promote services and achieve greater reach
- Build and maintain relationships with Tennant Creek and Alice Springs based suppliers, ensuring they have a commitment to working with vulnerable people
- Attend and represent VoCNT at promotional events/activities/agency visits to promote services and referrals
- Provide monthly or as required reports to assist with funding body and board reporting.
- Encourage and support volunteers who may work in the Alice Springs office

Qualifications, Professional Memberships, Experience:

- 2 years' experience in program operations, preferably in the NFP sector
- Diploma Level qualification in Community Services, Law, Business, or related discipline.

Other Requirements:

- Driver's license
- Ochre card and Police check

Key Selection Criteria:

- Highly developed client service skills, including the ability to exercise sound judgement and maintain confidentiality
- Ability to interact effectively and sensitively with victims of crime and people from diverse cultures
- Excellent oral and written communication skills, and the ability to build effective relationships with a range of stakeholders
- Well-developed time management, organisational skills, and attention to detail
- Demonstrated proficiency in the Microsoft Office suite of programs