

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Victim Support Officer</b>
<b>Remuneration:</b>	SCHADS Award Level 5, Salary sacrifice is available
<b>Type of Position:</b>	Full time
<b>Purpose of the Role:</b>	Provide effective, timely and tailored responses 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 will be required.

The organisation is committed to reconciliation and are determined to improve and strengthen relationships between Australia's First Nations People and non-indigenous Australians. 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:

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 information, advocacy and support to victims of crime through case management and participating in youth justice victim/offender conferences.
- To complete intake, triage, and data management processes in close consultation with the Victim Support Manager.
- Collaborative participation in processes, meetings, training, and evaluations to improve service delivery and shape a positive team and organisation culture.

### **Duties**

- Build effective relationships with key stakeholders.
- Promote VoCNT programs to clients and stakeholders.
- Disseminate informative resources to the public, community groups and other service providers on the support available to victims of crime.
- Ability to provide ancillary support to Victims of Crime Peer Support Groups as needed.
- Hold ongoing case management responsibilities for clients.
- Provide in person and phone support to victims of crime across the NT within a person-centred framework, that includes:
  - Information
  - crisis support, including counselling
  - referral to other agencies
  - assistance in preparing victim impact statements
  - court support for victims who are participating in, or observing, court proceedings in relation to the crimes that have affected them.
  - advocacy
- Provide support for victims participating in youth justice victim/offender conferences.
- Represent and advocate for victims who chose to have VoCNT represent them at victim/offender Conferences.
- Assist victims' complete applications to Crimes Victims Services Unit where appropriate.
- Monitor incoming referral systems and follow up with clients as needed.
- Enter and maintain accurate client data on case management system in a prompt manner.
- Initiate first contact with clients to assess the nature of their support needs.
- Escalate critical risks or issues to Victim Support Manager and recommend viable solutions.

### **Qualifications, Professional Memberships, Experience:**

- Minimum 2 years' experience in human service support roles including case management, preferably in the community sector.
- Tertiary qualification in relevant discipline

### **Desirable:**

- Knowledge and/or experience with Restorative Justice processes
- Case management experience

### **Other Requirements:**

- Driver's license
- Ochre card and Police check



#### **Key Selection Criteria:**

1. Ability to hold a positive perspective, mindset, and attitude.
2. Demonstrated ability to apply case management processes to support clients.
3. Understanding of the Criminal Justice System and its application to victims.
4. Basic understanding of Trauma Theory
5. Ability to plan and organise competing priorities.
6. Hold an approachable manner and sensitive communication skills that build safety and positive relationships.
7. Commitment to working as part of a team to deliver client centred services within a small team.