



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

Position Title:	Victim Support Programs Manager
Remuneration:	Social, Community, Home Care and Disability Services Industry Award 2010, Level 7. Salary sacrifice is available
Type of Position:	Full time
Purpose of the Role:	Lead a small staff team to deliver effective emotional support and restorative justice services across the NT

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 and restore their lives through the provision of a range of support services. VoCNT also advocates for victims through community education and by ensuring public and government awareness of the needs, rights and interests of victims of crime.

Victims of Crime NT operates in accordance with its Mission, Vision, Values and Policy. All staff and volunteers adhere to Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development.

The Victim Support Programs Manager reports to the CEO and is responsible for the support and supervision of Victim Support Officers in Darwin and Alice Springs. The position is based at VoCNT's Darwin office, though will require regular regional travel. Organizational vehicles are available during business hours. Occasional use of own car may be required and will be reimbursed as per the award. The organisation offers a supportive team environment and is committed to flexible workplace practices.

Key Responsibilities:

- Ensure support services are delivered in an effective, efficient and purposeful manner to assist victims of crime with their recovery.
- Lead a team to provide support for victims participating in the Youth Justice Group Conferencing (YJGC) Program.
- Provide strategic leadership as part of an integrated organisational management team

Duties:

- Provide in person, phone or online support to victims of crime within a needs assessment framework, that includes:
 - Information
 - crisis support, including counselling
 - referral to other agencies
 - assistance with CVSU applications
 - assistance in preparing victim impact statements



- court support
- advocacy
- Ensure that qualitative and quantitative service levels are maintained as per funding agreements.
- Provide holistic support to victims during all stages of the YJGC process – before, during and after conferencing
- Advocate for victims during the YJGC and promote their rights, including representing victims who choose not to attend.
- Engage with community and foster relationships with relevant stakeholders to raise the profile of Youth Justice Group Conferencing (YJGC) as an option for victims of youth crime.
- Develop and disseminate informative resources to the public, community groups and other service providers on the support available to victims of crime.
- Provide regular support, supervision and debriefing to staff
- Monitor team workload, staff hours, holiday leave, conduct performance reviews and guide the professional development of staff
- Monitor and manage elements of the Restore, Recover, Protect and Youth Justice Conferencing budgets
- Collect data and manage information to ensure accurate reporting as per the monitoring and evaluation frameworks for funding agreements.
- Provide monthly information and statistics to the CEO for board reporting

Qualifications, Professional Memberships, Experience:

- 5 years experience in program/project coordination and management, preferably in the NFP sector
- Tertiary qualifications in Social Work, Psychology, Criminal Justice or a related discipline.

Other Requirements:

- Driver's license
- Police check and Ochre card

Key Selection Criteria:

- Demonstrated understanding of the criminal and youth justice systems, restorative justice principles and victim support legislation
- Demonstrated understanding of the complex issues faced by victims of Domestic and Family Violence
- Knowledge of court processes and experience offering court support
- Demonstrated ability to lead a professional team in line with contemporary human resource management
- High level communication skills and experience in facilitating collaborative relationships with a wide range of people including clients, service providers, staff and volunteers
- Highly developed communication and technology skills that include the management of client records, database management, collection of statistical data and report writing