



Job Description Form

Generic

Victim Support Worker

Victim Support Service

Position details

Classification Level: Level 2 Specified Callings

Award/Agreement: *Public Service Award 1992 and Government Officers Salaries Allowances and Conditions Award 1989*

Position Status: Permanent

Organisation Unit: Court and Tribunal Services Division
Court Counselling and Support Services Directorate

Physical Location: Perth Metropolitan Area

Reporting relationships

Responsible to: 004514
Manager Victim Support Service
Level 3 Specified Callings

This position: Victim Support Worker

Direct reports: Nil

Overview of the position

Court Counselling and Support Services is accountable for supporting the Court and Tribunal Service outputs related to:

- Judiciary and judicial support,
- Case processing
- Enforcement of criminal and civil court orders
- Administration of victim support and counselling services.

The Victim Support Worker assists the Manager Victim Support Service by contributing to the leadership and management of the Victim Support Service.

Job description

As part of Court Counselling and Support Services, the Victim Support Worker will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

The Victim Support Worker will be responsible to:

- provide trauma counselling, psychological assistance, case management, information and support to Victim Support Service clients;
- where required and/or requested, undertake assessments of Victim Support Service clients and provide reports to court;
- provide advocacy and referral to other services for Victim Support Service clients;
- respond to calls, queries and referrals to the Victim Support Service; and provide consultation, advice and liaison with stakeholders involved in Victim Support Service matters.

Court Counselling and Support Services supports the principles of a Child Safe Organisation which values children, maintains a safety focus, responds to any disclosures, allegations or suspicions of harm, and provides positive interactions and environments for children.

Role specific responsibilities

- Provides advice to the Manager on issues relating to effective service delivery in the Victim Support Service, and contributes to the development and implementation of Service Business Plans including the development of operational level policy, procedures and standards.
- Provides trauma counselling, psychological assistance, information and support to individuals and families affected by crime; and advocates, provides and arranges referrals with government and non-government agencies.
- Undertakes assessments to inform intake, psychological support, safety, case management, special witness status and the provision of reports as required.

- Provides as appropriate consultation, assessment, information, support and intervention in response to all calls, queries and referrals to the Service.
- Provides court based services to Victim Support Service clients and case manages Victim Support Service cases.
- Works collaboratively with other team members and services in the directorate.
- Undertakes appropriate record keeping consistent with departmental regulations and maintains database in a timely manner.
- Identifies and assesses cultural issues pertinent to victims and develops strategies to address these issues.
- Provides training and information sessions as required.
- Implements organisational policy, procedures and legislation relating to Victim Support Service.
- Develops and maintains relationships, and liaises and communicates with key stakeholders within and outside the Department of Justice as appropriate.
- Keeps informed of emerging issues for victims of crime and shares information with other staff.
- Contributes to and implements strategies to achieve a positive and innovative organisational culture.
- Contributes to and implements continuous improvement strategies.
- Travels to and performs duties at Victim Support Service locations as available and required.
- Undertakes projects as required and any other duties as directed.

Job related requirements

In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

ELIGIBILITY

Current holder of or ability to obtain the relevant clearance under the *Working with Children (Criminal Record Checking) Act 2004* (the Act).

This position is identified under Section 6 of the Act as “Child Related Work”. Applicants must have a current Working with Children Check or be able to successfully apply for one to be eligible for appointment to this position.

ESSENTIAL

1. Possession of a relevant tertiary qualification in Social Work with eligibility for membership of the Australian Association of Social Workers or approved four year degree in Psychology with eligibility for registration with the Australian Health Practitioner Regulation Agency.

2. Highly developed ability and skills in undertaking assessments, developing client plans and case management.
3. Highly developed conceptual, analytical and decision making skills.
4. Highly effective written, verbal and interpersonal communication which reflects self-awareness and a capacity to understand the perspective of others.
5. Extensive experience in and ability to demonstrate advanced counselling skills including the ability to clarify the professional counselling framework.
6. Demonstrated ability to establish and maintain effective working relationships with stakeholders.
7. Well developed and demonstrated knowledge, skills and experience in working with people affected by trauma and the issues and dynamics for victims of crime.

DESIRABLE

8. An understanding of and ability to work within the Criminal Justice System.

Special requirements/equipment

Specified Calling as per Clause 12 of the *Public Service Award 1992* and the *Government Officers Salaries Allowances and Conditions Award 1989*

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Joanne Stampalia

Executive Director, Court & Tribunal Services

Signature: _____ Date: _____

HR certification
date: 23December 2019