

Position Description

Victims Assistance Support Worker (Case Manager)

Award or EBA:	Social, Community, Home Care and Disability Services Industry Award
Classification/Grade:	Schads 4.1
Directorate:	Mental Health, Family Violence and Community
Reports to:	Victims Assistance Program Manager
Direct Reports:	0

Our vision is ensuring the health and wellbeing of our community.

Our values are:



Integrity
Inclusion
Collaboration
Excellence
Innovation

Role Description

The Victims Assistance Program (VAO) provides support to victims of reported or unreported crimes against the person in Victoria.

Victims Assistance Program (VAP) offers specialist responses to victims of crime including intake and brief intervention, case management, and community education. The care provided is evidence based, trauma-informed and person centred. All services are time limited.

The **aim** is to assist victims by providing an accessible service where victims are listened to, informed, and empowered in their pathway to recovery.

The **objectives** of the VAP are to:

- provide quality services that support the needs of victims so they can recover and thrive
- assist and advocate on behalf of victims navigating the criminal justice system to enable victims to be informed and empowered and
- establish and maintain collaborative working relationships with key stakeholders to support the delivery of seamless and accessible services to victims of crime.

Available to all, prioritising the following groups:

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Effective:	Review Due:	Version No V1

Aboriginal victims , male victims of family violence, victims from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+ identified people, people living with a disability, people with mental health issues or mental illness, older people , children and young people, people who misuse or abuse substances (alcohol and/or drugs), isolated and/or rural people and people experiencing homelessness.

Operating from Orange Door sites, police stations, DPV Health sites and other outposts as required.

Roles Key Accountabilities

General:

- Provide intake, assessment (inclusive of risk assessments), psychoeducation and referral (including warm referrals) to allocated consumers
- Support consumers to develop a personal recovery plan which includes a safe and planned exit
- Deliver high quality trauma informed brief intervention and intensive therapeutic case management services (including assertive outreach) using a high throughput model
- Support victims of crime to effectively navigate the criminal justice system
- Work collaboratively with Victoria Police, The Orange Door and other service delivery agencies
- Maintain accurate, confidential and timely records of client's information
- Capture the personal recovery outcomes for all clients using validated recovery instruments periodically
- Positively contribute to a value-based culture
- Participate in clinical review, team meetings, line supervision, reflective practice and clinical supervision demonstrating a commitment to continuous improvement
- Participate and actively seek professional development opportunities
- Maintain current knowledge of legislation, regulations, theories and frameworks
- Assist consumers to problem solve and gain more confidence in advocating for their needs/wishes
- Demonstrate sensitivity to diversity issues (CALD, gender, age, sexuality, etc)
- Exercise autonomy and professional judgment in the fulfillment of clinical service delivery and other related responsibilities,
- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies
- Funding and service agreement targets are met to ensure clients are exited from the program appropriately and in a timely manner
- Provide evidence-based practice in line with professional and funding requirements.
- Complete high-quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures
- Complete all program specific administrative tasks within the required time frames
- All data is entered onto designated service databases

Teamwork and Communication

- Determine if and how you can change/adapt your behaviour to strengthen your team
- Do not avoid, eliminate, or cover up mistakes and errors. Recognise them, call them, learn, correct, and improve each time.

- Develop and maintain positive relationships by contributing intention, information, energy, access and/ or resources
- Take responsibility for the space you share with others
- Contribute towards successful communication across the organisation.
 - Attend Team Meetings, contributing to the growth and development of the team by providing feedback, information, raising issues to discuss and identifying training needs, unless required elsewhere as a priority
 - Actively contribute to Workplace Health and Safety by taking reasonable care for personal health and safety and that of others in the workplace, raising suggestions and concerns as they arise to ensure a safe work environment for employees, consumers, and visitors
 - Establish and maintain strong professional working relationships with DPV Health leadership team and DPV Health's people

Reporting, System and Analytics

- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim and others

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Respond to and report on clinical incidents and critical incidents involving clients, with time-sensitive attention to risk management and incident response procedures
- Provide debriefing and support to staff when requested in response to critical incidents, high-risk situations, or other similar incidents.
- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.

- Commitment to partnering with clients to facilitate effective engagement and participation.

Additional

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

We offer support lived experience workers in a flexible and caring work environment. If the peer worker wishes, we will support the person to develop an Advance Statement/Wellness Plan for the role, in collaboration with your supervisor or line manager. This would allow your own preferences to be included in your treatment and care, in the event you became very unwell.

DPV Health Requirements

- Current Victorian Drivers Licence
- NDIS Clearance Check
- Travel between sites is required
- Valid Working With Children Check
- Satisfactory Policy Check

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Essential Criteria:

Formal Qualification(s) & Required Registration(s):

- Relevant tertiary qualification in social work, with postgraduate qualifications highly desirable or 5 years of relevant professional experience OR a related qualification and working towards a Bachelor of Social Work or equivalent degree
- Experience in working with grief and/or traumatic bereavement
- Understanding of Family Violence and familiarity or experience with the MARAM Framework
- Experience in intake, holistic assessment, care planning and case management
- A commitment to evidence-based practice with a desire to embed innovation to improve client outcomes.
- An understanding of the justice system

Required:

In this role you are required to:

- Have been / or be a first-hand user of mental health services;
- Have a desire to connect, nurture and support the journey of other consumers so as to make it less lonely, gentle and reassuring;
- Be a role model to other peer workers that inspires them to continue to grow into their role;
- Be a natural leader who is self-aware, knows when to reach out for support;
- Bring your unique skills and experience and expect to be respected for these;
- Be a critical thinker, that has advanced advocacy skills and is prepared to speak out when they see issues of disrespect or injustice;
- Work alongside clinicians as an equal partner in providing real support to consumers and their families;
- Successfully meet Police and Working with Children's checks;
- Comply with all legal requirements pertaining to the position.

Desirable:

- Preferred training in peer work or Certificate IV in mental health
- Ability to speak another language, particularly Arabic, Turkish, Hindi
- Computer literacy in Microsoft Word, Excel and Outlook
- Possess Victorian drivers licence with good driving record
- An understanding of current Victorian mental health service reform

Communication and interpersonal approach

- Sensitivity to issues related to the provision of services in a community of high cultural diversity

Client Focussed

- Builds client relationships and builds a culture where the client guides decision making.
- Demonstrated responsiveness to client needs and wants. (Internal and external)

Self-motivated

- Solution orientated and creative thinker

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ Date _____