



Position Description

Senior Practitioner - Victims Assistance Program

Award or EBA:	Social, Community, Home Care and Disability Services Industry Award
Classification/Grade:	SCHADS 5.1
Directorate:	Mental Health, Family Violence and Community
Reports to:	Victims Assistance Program Team Leader
Direct Reports:	0

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



Inclusion

We create an equal and more respectful world by making space and standing with people of all backgrounds.



Integrity

Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



Excellence

We believe in extraordinary service and we achieve it by going the extra mile to help others.



Innovation

We look to a better and brighter tomorrow to shape the potential today.



Collaboration

We work together to nurture the ideal conditions for our community to thrive.

About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the DPV Health Way. This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from — or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

About the Role

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:

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

- 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.

- Provide clinical supervision to victim support workers.
- 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

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.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. The organisation can direct you to carry out duties which it considers are within your level of skill, competence, training and scope of practice.

DPV Health Requirements

- Current Victorian Drivers Licence
- Travel between sites is required.
- Valid Working with Children Check
- Satisfactory Police Check

Authority

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

Key Selection Criteria

Specific qualifications, knowledge and experience that are required for the role

- 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 people experiencing trauma and loss
- 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
- Experience of providing clinical supervision
- An understanding of the justice system

Employee Acknowledgement

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

Signature _____ Date _____