



POSITION DESCRIPTION

Title:	Victims Assistance Worker – Barwon Victims Assistance and Counselling Program
Reports to:	Manager – Victims Assistance and Family Violence Services
Position status:	Full Time
Dated:	November 2008

OUR HISTORY

Bethany Community Support first opened its doors in May 1868 as the Geelong Female Refuge. It was established to provide refuge and rehabilitation to the poor women of Geelong. As political, social and economic trends changed over the last 140 years, so too have the needs of the community. Over the years, Bethany has responded to those changes and has provided services that have included a babies home, adoption agency, kindergarten, day care service and mothercraft training centre. Bethany is an independent incorporated organisation with no political or religious affiliations. It is governed by a Board of Management drawn from our community. Bethany has a significant presence in the Barwon region and the wider welfare sector. It has a strong history of commitment and provision of high quality and innovative services that build upon individuals and communities strengths to achieve both personal and social change.

OUR WORK

Today, Bethany prides itself on being a key dynamic and diverse human services organisation in the Barwon region. We employ over 80 staff with a budget of over \$5 million and provide services to over 230,000 people living in Geelong and surrounding districts, through our main office in North Geelong and out posted service sites in Norlane, Surf Coast Shire, Colac Otway Shire and Bellarine Peninsula.

Our work is based in the belief that to build a sustainable community it must commence with the people themselves. Bethany learns from the people we work with and together we seek to effect change at individual, collective and political levels.

Bethany aims to build and strengthen communities by the provision of a broad range of prevention, intervention, support and educational services to individuals, children, young people and families based on contemporary research, international best practice models and professional standards.

OUR MISSION

Bethany's Mission is to support and strengthen communities.

OUR VALUES

- **Openness**

We interact with people in a transparent, honest and respectful manner.

- **Social Justice**

We believe in every person being actively involved in decisions which affect them and their lives.

- **Innovation**

We are committed to creatively and proactively responding to community needs.

- **Collaboration**

We engage in collaborative partnerships and relationships that strengthen community.

- **Wellbeing of staff**

We will be responsible for a professional and supportive environment in which staff can achieve their full potential.

- **Accountability**

We will be accountable for all aspects of the organisation.

PROGRAM AREA

The Victims Assistance and Family Violence Services incorporates two key programs in the provision of services for those who have experienced crime. The Barwon Victims Assistance Counselling Program (BVACP) provides an integrated service response to victims of crime in the Barwon Sub-region. The objective of the service is to provide high quality service responses including therapeutic support, information, advocacy, case management, practical assistance and counselling services to victims of violent crime to assist their recovery from the effects of crime and reduce the risk of revictimisation. Community Education, liaison and networking are also a vital component of the service.

Family Violence Services are provided to women and children who are experiencing or escaping family violence across the Barwon South West Region through the provision of an after hours crisis service, outreach case management and specialised counselling services.

Staffing consists of a multidisciplinary team including the Manager, 1.6Eft Victims Assistance Workers and a Psychologist/Counsellor. Family Violence Services include: 0.6Eft Family Violence Outreach Worker and the Regional Family Violence After Hours Service with a pool of rostered workers on call.

The BVACP program works in a funded partnership with the Barwon Centre Against Sexual Assault for the provision of counselling for victims of violent crimes of sexual assault and family violence.

POSITION ROLE AND ORGANISATION RELATIONSHIP

A key function of the Victims Assistance Worker position is linking victims of crime to appropriate community services and facilitating victims understanding and confidence in the justice system through a case management process. This includes assisting eligible

victims of crime to make applications to VOCAT for financial assistance and referral for counselling where required.

The Victims Assistance Worker is part of a multi disciplinary team within the Barwon Victims Assistance and Counselling Program.

POSITION OBJECTIVES

- To provide high quality support for primary, secondary and related victims of crime including information, advocacy, case management and practical assistance. In order to assist in their recovery from the effects of the crime, to make informed choices and to reduce the risk of revictimisation.
- To support and assist victims through the criminal justice system, with police, the courts and to access assistance and compensation through VOCAT where appropriate.
- To undertake community education strategies that work towards crime prevention and early intervention and to increase awareness of the issues affecting victims of crime.
- To liaise with community and professional networks in coordinating “joined up” responses within the local community to improve service responses across the range of victim and justice services/programs.

KEY RESPONSIBILITIES

- To provide professional service delivery to victims of crime including information, case management, advocacy and support services.
- To perform intake and duty work as required and to manage a caseload of clients.
- To undertake assessment and assist clients to access appropriate services and as required assist with court support and VOCAT applications.
- To maintain accurate client files in line with organisational standards and procedures, including completing accurate and timely data entry.
- To be an active team member and participate in regular supervision with the Manager.
- To undertake community education as identified by the Manager through presentations, forums, and local print/media with the objective of increasing awareness of the issues affecting victims of crime and to represent and promote the program in the community.
- To contribute agency policies, and implement appropriate procedures and program service standards toward the achievement of program outcomes.
- To contribute to organisational planning and development of team work plans in conjunction with staff and management.
- Other duties as negotiated with the Manager – Victims Assistance and Family Violence Services.

KEY SELECTION CRITERIA

1. An appropriate tertiary qualification in Welfare, Social Work or other related discipline, and demonstrated experience to provide assessment and support for victims of crime.
2. Knowledge and experience in the delivery of case management services with an ability to assess, develop, implement and manage a case plan according to client need.

3. A clear knowledge and understanding of trauma, particularly relating to the impact upon victims of crime, the issues faced by those who experience it, including children, the legal aspects, services available and supports required.
4. Well-developed conceptual and analytical skills, together with highly developed communication, written, negotiation and interpersonal skills.
5. Ability to organise priorities, meet deadlines, be self motivated, demonstrate a mature and capable attitude and to show initiative.
6. Ability to work as part of a team and to contribute to an innovative work culture responsive to changing demands.
7. A current full Victorian Driver's Licence.

SALARY & CONDITIONS

This is a Full Time position from the period of commencement until 30 June 2009. After this period the position may extend beyond the end of the fixed term subject to available funding and successful performance reviews.

The position is classified under the Social and Community Services Award, Social Worker - Class 2, Year 1- 3, depending on experience and qualifications. Other relevant conditions as per Bethany Community Support's Enterprise Agreement (1998). Salary packaging as per Government guidelines for public benevolent institutions is also available.

A three-month probationary period will commence upon appointment and a review will be conducted during this period.

Further information and applications forwarded to:

Ms Fiona Patton
Manager – Victims Assistance & Family Violence Services
Bethany Community Support Inc
1 Gibb Street
NORTH GEELONG VIC 3215
Ph: (03) 5278 8122

Or send by email to fpatton@bethany.org.au

Applications close 5pm, Friday 5th December 2008.

Applications should address the Key Selection Criteria and include the names and contacts of three referees including current supervisor. The successful applicant will be required to complete a police check prior to commencing work.