

<b>POSITION TITLE:</b>	<b>Intake / Consumer Response Worker – VAP</b>
<b>FTE:</b>	<b>1.0 (38 hours per week)</b>
<b>CLASSIFICATION:</b>	<b>3.1.2</b>
<b>DIVISION:</b>	<b>Community Services and Business Development</b>
<b>PROGRAM:</b>	<b>Victims Assistance Program</b>
<b>LOCATION:</b>	<b>Narre Warren, as well as work performed at the request of the agency at any Windermere location</b>
<b>TENURE:</b>	<b>June 2021 - subject to the rights of the person on parental leave to return to work. Possibility for contract extension</b>
<b>DATE:</b>	<b>September 2020</b>

## 1. ABOUT WINDERMERE

Windermere is an independent community service organisation, working across south east Victoria to help those who need it most. Since our beginning more than 150 years ago, we have been working to create a stronger, more connected and supported community. Our support comes in many forms as we work together to find the right solutions for the many and varied complex issues faced by children, families and individuals in our community.

Our aim is to get in early by providing programs and services within five primary areas:

- Family Wellbeing to create positive behavioural changes, greater understanding and respond to violence and/or neglect
- Childhood Development, Education & Support including child care and services for children and adults with developmental delays and disability
- Assistance and support for victims of trauma, assault and/or violent crime
- Community Strengthening designed to respond quickly to critical and emerging needs.
- Homelessness services to support individuals and families to secure and maintain accommodation and to build capacity to reduce the cycle of homelessness

We believe that everyone is someone in our community and that is reflected in our approach with those we work with every day. Whilst we receive funding for some services from state and federal governments, others are funded solely by donors and sponsors to whom we are truly grateful.

## 2. OUR PURPOSE, VISION AND VALUES

### **Our Purpose:**

We get in early to make a difference in the lives of individuals, families and communities

### **Our Vision:**

A stronger, connected and supported community

### **Our Promise:**

Our many services working together with you for a better life

### 3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
<p><b>Operational day to day service provision of VAP services</b></p>	<p>Assist victims to effectively manage the damaging consequences of violent crime</p> <p>Provide a high quality holistic service that meets the practical, physical, emotional and psychological needs of victims</p> <p>Telephone, email and other external referrals response and follow up</p> <p>Complete an eligibility assessment</p> <p>Complete a risk assessment for the victim</p> <p>Provide referral options for those not eligible for VAP</p> <p>Initiate immediate strategies for victim as required.</p> <p>Provide short term case management to appropriate consumers</p> <p>Provide service in accordance with relevant legislation and the Victims Charter Act 2006</p> <p>Provide service in accordance with the DOJCS Service Standards, Program Guidelines, and Practice Manual for Victim Support Services Victoria.</p> <p>Provide service in accordance with Windermere VAP internal processes and work instructions.</p> <p>Keep accurate and up to date consumer files and case notes – assist with RESOLVE data management.</p> <p>Seek guidance and advice in relation to difficult matters within an appropriate timeframe from the Coordinator VAP Southern</p> <p>Work with VAP Administration Officer to enable smooth and timely flow of consumer files</p>	<p>Complete all program specific administrative tasks within the required time frames</p> <p>Update consumers files as required</p> <p>Maintain Intake Spreadsheet</p> <p>Comply with consume contact / follow up guidelines</p> <p>Email police informant when unable to contact referred victim</p> <p>All victim details to be entered into Resolve within 1 business day</p> <p>Completed files place in allocations pigeon hole for allocations meetings.</p> <p>Maintain regular conversations with VAP Administration Office to further develop and implement systems for Intake and Assessment</p> <p>All data is entered to RESOLVE as per program KPI's</p>
<p><b>Demand Management</b></p>	<p>Intake Supervision – meet with Coordinator regularly to review processing of referrals.</p> <p>Escalate intake queries in a timely manner to facilitate movement of referrals through the intake process.</p>	<p>Compliance with DOJR KPI's.</p>

<p><b>Team Responsibilities</b></p>	<p>Develop and maintain professional relationships with internal and external stakeholders</p> <p>Assist in the induction and mentoring of new staff in relation to intake procedures</p> <p>Complete other duties as requested by VAP Coordinator and/or Manager</p> <p>Positively contribute to the culture and spirit of the VAP team, work environment and to Windermere.</p> <p>Contribute to productive and positive team meetings</p>	<p>Contribute to the development of procedures and systems within this program</p> <p>Submit time sheets on time. Apply for all leave on CONNX and provide all supporting documents.</p> <p>Positively embrace and adopt change as it occurs.</p>
<p><b>Compliance &amp; Legislation</b></p>	<p>Provide VAP services in accordance with Windermere Policy &amp; Procedures.</p> <p>Understand and implement VAP DOJR service standards and accreditation standards.</p> <p>Participate the provision of quality outcomes for consumers through review and audit of relevant feedback – audits, complaints/compliments &amp; accreditation processes.</p> <p>Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements.</p> <p>Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required.</p> <p>Manage complaints or grievances within Windermere policies.</p>	<p>Ensure policies, procedures and codes are complied with at all times.</p> <p>Ensure work practices comply with Windermere’s Continuous Quality Improvement principles.</p> <p>To positively embrace and adopt change as it occurs.</p> <p>As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set</p>
<p><b>Organisational expectations and directives in relation to policies and procedures and the organisation’s purpose, vision and values</b></p>	<p>Familiarise yourself with and adhere to Windermere’s Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere’s values and behaviours</p> <p>Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring</p>	<p>Ensure policies, procedures and codes are complied with at all times</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p>

	<p>annual performance review with the relevant supervisor</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices</p> <p>Meet the challenges of change as it occurs within the service and organisation</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment</p>
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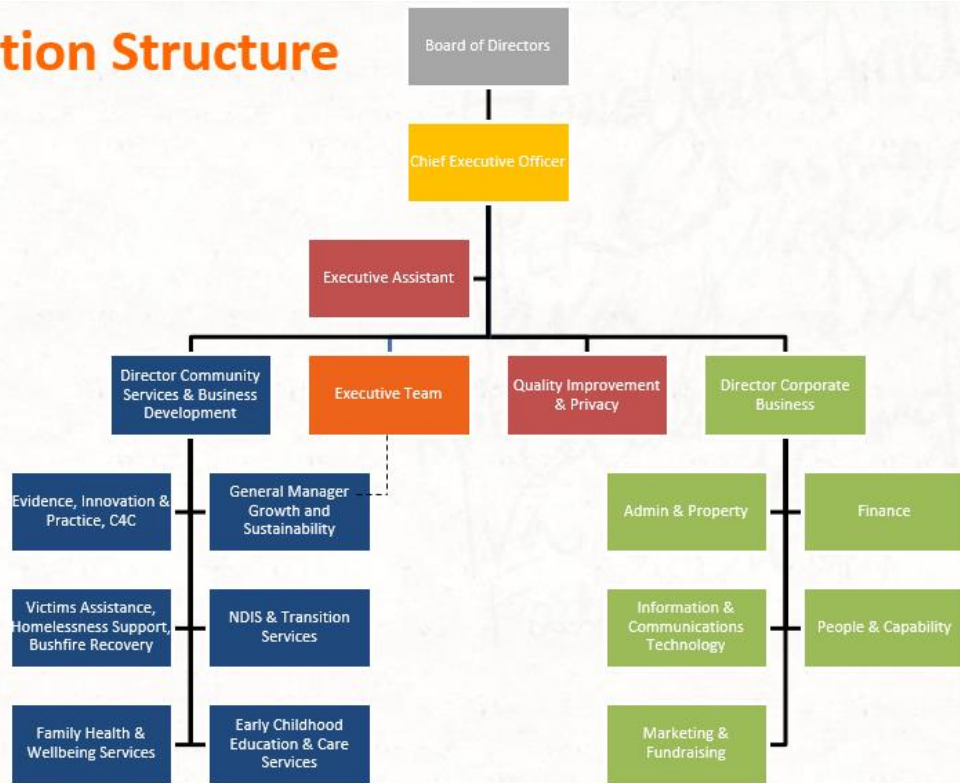
The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee’s skill, qualification, experience and competence level to meet the organisation’s operational needs.

The Position Description may be amended from time to time at the organisation’s discretion. Where there is inconsistency between KPI’s in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

**4. ORGANISATIONAL RELATIONSHIPS**

- LINE MANAGER:** VAP Southern Team Leader
- SUPERVISES:** Not applicable
- INTERNAL RELATIONSHIPS:** VAP Manager, team members, Windermere colleagues
- EXTERNAL RELATIONSHIPS:** Consumers, stakeholders referring to the program

# Organisation Structure



## 5. KEY SELECTION CRITERIA

- Tertiary qualifications in relevant and related discipline
- Minimum 2 years' experience with the Community and Health Sector
- Strong intake and assessment skills with the ability to rapidly engage consumers
- Exceptional interpersonal and communication skills
- High level of understanding of the complex needs of consumers impacted by violent crime
- Ability to use a range of IT/web based applications to manage workflow in accordance with organisational requirements and privacy principles
- Excellent work/time management skills
- Current Victorian Drivers' License
- Willingness to undertake relevant pre-employment screening and checks

## 6. CONDITIONS OF EMPLOYMENT

The terms and conditions of employment at Windermere are in accordance with the Employment Agreement and Windermere Child and Family Services policies and procedures.

**Pre-Employment Disclosure** - All appointments are subject to the candidate completing a Pre-Employment Disclosure Form regarding pre-existing illnesses or conditions that may affect their ability to perform the inherent requirements of the position and consideration of the completed form by Windermere.

**Medical Examination** - All appointments are subject to the satisfactory completion of a pre-employment medical examination at Narre Warren Medical Centre at Windermere's expense. Windermere will be advised by the medical practitioner whether the individual is fit to perform the role. Any medical opinion obtained by Windermere in respect of an unsuccessful candidate will be destroyed at the end of the selection process. In the case of an appointee, the medical opinion obtained will be stored in a secure location.

**Probationary Period** - The first three (3) months of your employment is a probationary period in which either of the parties may terminate your employment on 1 days' notice in writing to the other party. At any time during, or at the end of the three-month probationary period, the Employer may advise you as to whether and/or on what basis your employment will continue beyond the initial probationary period. A **Qualifying Period** of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.

**Police Record Check** - All appointments are subject to a clear National Police Record Check.

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**Working with Children Check** – All appointments (dependent on position responsibilities) are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.

**Disability Worker Exclusion Scheme (DWES) List Check** – only applicable to Disability & Early Intervention Therapy Service (EITS) workers, as defined by the DWES, who are subject to a clear check result against the Disability Worker Exclusion List.

**Occupational Health & Safety** – To adhere to OH&S policies, procedures and guidelines and use all the necessary safety equipment provided and to report any defect in any such equipment or workplace hazards as soon as it comes to your attention.

**Smoke free environment** - Windermere is a smoke free working environment.

**Place of Employment** - You may be required to report for duties and work from any of Windermere’s work locations throughout the service region.

**Qualifications** - The successful applicant will be required to substantiate formal qualifications.

## 7. WORK AND FAMILY BALANCE

The position may require some work outside of Windermere’s ordinary operating hours from time to time. Windermere is an equal opportunity employer and values diversity so possible, Windermere will examine ways to reasonably modify work practices to accommodate the successful applicants.

Windermere understands the importance of promoting a family friendly working environment and promotes work-life balance by offering provisions that foster a culture of flexibility, support and wellbeing.

For more information on Windermere’s Culture and Benefits please visit:

<https://www.windermere.org.au/media/1070/culture-and-benefits-flyer-2.pdf>

## 8. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter (quoting Job Reference number below)
- Statements addressing the key selection criteria required in the position description
- Current Resume that includes a minimum of 2-3 referees

Windermere conducts thorough and detailed pre-employment safety screening checks for short listed candidates and requires evidence of relevant qualifications.

The personal information that you have provided in your job application and resume will be used for the purposes of assessing your application and will be treated in accordance with our Privacy Policy or by request to us. If you are unsuccessful in securing a position with Windermere we will hold your application for 3 months, after which time it will be securely destroyed. For further information about Windermere, including our Privacy Policy, please visit [www.windermere.org.au](http://www.windermere.org.au)

Under Victorian WorkCover legislation, it is the duty of the successful applicant to advise Windermere of any pre-existing condition which could be aggravated by the type of employment they are applying for. Failure to do so will seriously jeopardize any entitlement the successful candidate might have for a work related aggravation of the non-disclosed and pre-existing condition.

Alternatively, you can send your application via the Windermere website: <https://www.windermere.org.au/careers/how-to-apply/>

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I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere’s Training and Development policy.

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- The PD will be reviewed regularly in consultation with me.
  - The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

**Occupant:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_