



JOB TITLE: -	Field Officer
POSTION STATUS: -	Part-time, 22.08hrs (3 days per week)
REPORTING TO: -	Operations Manager
LOCATION: -	Victoria Police Legacy Office – Burwood East
JOB CLASSIFICATION: -	Social, Community, Home Care and Disability Services Industry Award 2010 SCHADS Level 4.4
SPECIAL REQUIREMENTS: -	Required to travel to regional Victoria, attend overnight social connection trips and work outside business hours, on regular occasions

Victoria Police Legacy

Victoria Police Legacy (VPL) is a ‘for purpose’ charitable organisation established to provide ongoing support service for Victoria Police families who have suffered the loss of a loved one. We are dedicated to enhancing the lives and opportunities of Victoria Police Legatees.

Our Vision

No Police Legatee is forgotten.
(they are connected, supported and empowered to live fulfilling lives beyond loss)

Our Principals

1. Connect Create lasting relationships with legatees, police families, donors, and partners that foster trust and build community.
2. Include Create a safe, respectful, and welcoming environment where everyone feels valued and empowered.
3. Nurture Prioritise well-being and personal growth, promoting resilience, learning, and confidence.
4. Engage Encourage active participation in civic, charitable, and mentoring activities that honour police service.
5. Align Ensure all programs and initiatives reflect VPL’s purpose, vision and principles.
6. Sustain Uphold accountability, risk management, and responsible resource use to maximise impact.

POSTION DUTIES

Purpose & Objectives

The Field Officer plays a vital role in ensuring that no Victorian Police Legatee is forgotten.

Working as part of the Victoria Police Legacy Wellbeing Team, the Field Officer provides compassionate, person-centred support, connection and advocacy to police legatees who have experienced the loss of a spouse or parent. Through trusted relationships, regular engagement, home visits, wellbeing checks, telephone contact and responsive support, the

Field Officer ensures police legatees remain connected, supported and empowered throughout their grief journey and beyond.

The role is responsible for maintaining regular contact with police legatees across metropolitan and regional Victoria, ensuring equitable access to Victoria Police Legacy's programs, services and support regardless of where they live. Working collaboratively with colleagues and community partners, the Field Officer contributes to the delivery of the Victoria Police Legacy Strategic Plan 2026–2030, particularly **Pillar One – Police Legatees First**, by ensuring that:

- Every police legatee knows who Victoria Police Legacy is and understands the support available to them.
- Every police legatee feels connected, supported and empowered.
- Meaningful and consistent relationships are maintained with police legatees throughout Victoria.
- Opportunities for social connection, wellbeing and participation are accessible to all police legatees.

The role requires a high level of autonomy, emotional intelligence and professional judgement, balancing field-based engagement with effective case coordination, accurate record keeping and collaboration to achieve positive outcomes for police legatees.

Role Accountabilities

Police Legatee Engagement & Support

- Develop and maintain trusted relationships with police legatees and their families through scheduled home visits, wellbeing checks, telephone contact, event participation and other engagement activities.
- Proactively engage with newly identified police legatees in accordance with Victoria Police Legacy service standards and agreed contact timeframes.
- Deliver an annual engagement program that ensures regular and meaningful contact with allocated police legatees.
- Assess individual needs and provide person-centred support, information, advocacy and referrals to appropriate services.
- Promote wellbeing, resilience and independence through compassionate and responsive support.
- Encourage participation in Victoria Police Legacy programs, grants, events and other opportunities that strengthen connection and community.

Regional Outreach

- Undertake regular travel throughout regional Victoria to ensure police legatees have equitable access to Victoria Police Legacy services and support.
- Develop strong relationships with regional police legatees, community organisations and local support services.
- Identify emerging trends, issues and opportunities affecting regional police legatees and provide recommendations to the Manager and CEO.

Case Coordination

- Monitor the wellbeing of allocated police legatees and identify emerging or complex support needs.
- Work collaboratively with the Operations Manager regarding police legatees requiring specialist intervention or complex case management.
- Participate in case discussions to ensure coordinated, consistent and person-centred service delivery.

Program Delivery

- Assist in the planning, coordination and delivery of social connection activities, regional lunches, wellbeing initiatives, overnight programs, educational opportunities and other Victoria Police Legacy events.
- Support the administration and promotion of grants, assistance programs and services available to police legatees.
- Seek feedback from police legatees and identify opportunities to improve engagement, participation and service delivery.

Stakeholder Relationships

- Develop and maintain positive working relationships with Victoria Police, Police Welfare, community organisations, local service providers and other stakeholders that contribute to improved outcomes for police legatees.
- Represent Victoria Police Legacy professionally and positively in all interactions.

Administration & Compliance

- Maintain accurate, timely and confidential records of all contact, services and support provided using Victoria Police Legacy's client management system (CiviCRM).
- Ensure all activities comply with organisational policies, privacy obligations, safeguarding requirements and relevant legislation.
- Prepare reports and information as required to support organisational planning and service delivery.

Team Contribution

- Work collaboratively with colleagues to ensure consistent, high-quality support is provided to all police legatees.
- Share information and insights regarding emerging needs and opportunities to improve services.
- Participate in team meetings, professional development and organisational initiatives.
- Contribute to a positive workplace culture that reflects Victoria Police Legacy's principles of Connect, Include, Nurture, Engage, Align and Sustain.

Other Duties

- Undertake other duties consistent with the position, as reasonably directed, to support the effective operation of Victoria Police Legacy.

Selection Criteria

All applicants must address the following selection criteria to be considered for the position.

Essential

- Demonstrated experience in community services, social work, welfare, case management, community development, family support or a related human services field.
- Demonstrated ability to build trusted relationships and provide person-centred support to individuals experiencing grief, loss, life transition or other personal challenges.
- Well-developed interpersonal, communication and advocacy skills, with the ability to engage effectively with people from diverse backgrounds and age groups.
- Demonstrated ability to work independently, manage competing priorities and coordinate field-based work across metropolitan and regional locations.
- Experience assessing individual needs and connecting people with appropriate services, supports and community resources.
- Strong organisational and administrative skills, including accurate record keeping and experience using client management systems and Microsoft Office applications.

- Demonstrated ability to work collaboratively within a small, values-based team.
- Demonstrated commitment to the vision, values and purpose of Victoria Police Legacy, including maintaining privacy, confidentiality and professional boundaries.

Desirable

- Relevant tertiary qualification in Social Work, Community Services, Welfare Studies, Psychology, Community Development or a related discipline.
- Experience working in bereavement, grief support, family services or similar community support programs.
- Knowledge of, or connection with, policing, emergency services, defence or veteran communities.
- Experience facilitating community engagement activities, events or group programs.
- Understanding of child safety and safeguarding responsibilities.
- Experience supporting individuals and families living in regional or rural communities.

Personal Attributes

The successful applicant will demonstrate:

- Compassion, empathy and genuine respect for people experiencing loss and life transition.
- A warm, approachable and inclusive manner with the ability to quickly establish trust and rapport.
- High levels of emotional intelligence, resilience and sound professional judgement.
- Strong listening skills and the ability to communicate with sensitivity and professionalism.
- Integrity, accountability and a commitment to delivering high-quality, person-centred support.
- A proactive, adaptable and collaborative approach to work, with the ability to contribute positively to a supportive team environment.
- Flexibility and resilience in a dynamic environment, recognising that as a growing organisation, Victoria Police Legacy continually evolves its programs, services and ways of working to better meet the needs of police legatees.
- A commitment to the values and culture of Victoria Police Legacy.

Special Requirements

- Hold a current Victorian Driver Licence and be willing to undertake regular travel throughout metropolitan and regional Victoria, including overnight travel where required.
- Hold, or be willing to obtain, a current Working with Children Check (Employee).
- Successfully obtain and maintain a Victoria Police Security Clearance.
- Successfully complete all mandatory Victoria Police Legacy training, including Child Safety, Safeguarding, Privacy, Occupational Health and Safety and Code of Conduct requirements.
- Demonstrate a commitment to maintaining confidentiality and protecting sensitive personal information.