

Position Description

Title	Victims Support Worker
Employment Type	Full time (1.0FTE) or Part Time (0.8FTE) Fixed Term
Reports to	Victim Assistance Program Team Leader
Work Location	Warrnambool
Date of review	May 2026

About The Sexual Assault & Family Violence Centre (The SAFV Centre)

The SAFV Centre is a community-based, not for profit organisation supporting communities primarily across the Barwon, Wimmera and Southwest areas of Victoria, with limited-service delivery in West Metropolitan Melbourne. We offer a range of specialist support services for people impacted by sexual and family violence as well as support services for victims of crime. These include:

- 24-hour crisis care for victims of recent sexual assault and family violence, including advocacy and access to medical care and justice services; intensive case management and court support for adults, young people and children who have or are experiencing family and sexual violence;
- therapeutic counselling and group programs for adults, young people and children who have experience family violence; and adults, young people and children who have experienced sexual assault (including support for non-offending family members and friends);
- access to high security crisis accommodation for adults, young people and children assessed as being at high risk of further harm; and early intervention services for children and young people under the age of 17 years who have engaged in problematic or abusive sexualised behaviours, and young people engaging in family violence behaviours, and
- practical assistance, advocacy, case management support and legal aid services for all victims of crime.

The organisation employs staff across the following areas: Southwest service areas include family violence case management, housing, Orange Door, after hours services, victim's assistance program and community legal service. Our Wimmera office provides sexual and family violence therapeutic services. The Barwon office provides services across a range of specialist family violence, sexual assault, victim assistance, training and prevention programs and corporate services.

About the role

Program Overview

The Victims Assistance Program (VAP) is a critical part of the state-wide response to all victims of reported and unreported crimes against the person in Victoria, including related victims of homicide, aggravated burglary and assaults.

The VAP service model provides for a range of supports including one-off service responses through to ongoing case management. The service works to reduce the impacts of crime and support victim led recovery through the provision of high quality, prompt, case management services to victims of violent crime. Client support and assistance may include the provision of emotional support, brief intervention counselling and psychological first aid, information and advocacy, practical support, referral to specialist services and support with Police, court and legal processes.

VAP provides assistance to victims across all genders and cultural backgrounds within Victoria and is victim-led and trauma informed, holistic, equitable, coordinated, timely, specialised, accountable, and culturally safe and inclusive.

The SAFV Centre, in partnership with Emma House, will deliver the VAP across the Barwon South West region for the next three years, with service delivery commencing from 1 July 2023. The Barwon South West model will provide for stronger connection with specialist sexual assault and family violence responses; this is important given that more than one-third of victims accessing VAP do so as victims of sexual and family violence.

Role Purpose and Accountability

Purpose

The Victim Support Worker provides a variety of support functions to victims of crime which may include provision of intake and assessment, crisis support, case management and case work. The position will work collaboratively with the VAP Team Leader, Family Violence Practice Lead and Aboriginal Engagement Worker to provide a client centred approach that promotes recovery through the provision of psychological first aid, support, information, advocacy, referrals, outreach, education, community links and use of limited brokerage funds.

Key Position Responsibilities and Accountabilities

- Undertake intake assessments and provide varying levels of support to victims of crime with low, medium and/or high needs.
- Provide ongoing advocacy, support, information and referral through the criminal justice system, ensuring provision of accurate and informed information on the processes.
- Provide timely and culturally sensitive discrete support and/or case management support to victims in accordance with best practice case management as well as the VAP practice manual and guidelines.
- Manage and maintain a high-volume caseload.
- Provide ongoing advocacy, support, information and referrals to victims of crime to ensure they are fully aware of justice processes and broader supports available.
- Provide a range of wellbeing supports on a continuum that include psychological first aid, safety planning and/or risk assessment through to assisted referrals for formal therapeutic interventions.
- Provide psychological first aid, information, referral, casework, and advocacy and case management services to victims of crime.
- Provide information and assistance to clients to navigate the criminal justice system.
- Adhere to relevant frameworks, standards, policies and procedures of The SAFV Centre and comply with VAP service standards, practice manual, contract guidelines and local operating procedures.
- Liaise with other service providers and support victims to participate in criminal justice system proceedings.
- Support processes and partnerships with other organisations, particularly Victoria Police, to improve coordination of care; including co-location at police stations.
- Participate in community education activities that promote and inform others about the VAP.
- Build and maintain positive working relationships with other external services.
- Work within a team delivering a range of services whilst clearly understanding boundaries and roles and responsibilities when working independently.
- Ensure confidentiality and legislative and service requirements are maintained including completion of data collection, reporting and case notes within a timely manner.

General Responsibilities

- Participate in staff and program meetings, supervision, training and professional development.
- Ensure compliance with relevant legislation, policy, procedures and practice guidelines.
- Actively contribute to the development of a positive and high-performing organisational culture, including by identifying opportunities to improve team work practices.
- Participate in the continuous quality improvement of the SAFV Centre and the development of best practice.
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and occupational health and safety (OHS) policies and procedures.
- Ensure work practices are ethical and comply with The SAFV Centre Policy and Procedure and the code of the professional association of which the employee may be a member.
- Other duties as required.

Key Selection Criteria

Your application must address the following:

Essential Qualifications and Experience

- A Bachelor or working towards a qualification in social work or other relevant disciplines.

Essential Skills and Knowledge

- A demonstrated knowledge of the issues impacting victims of crime and a good understanding of the Criminal Justice System.
- Understanding of risk assessment and case management principles, crisis intervention and casework alongside the capacity to manage high volume caseloads.
- Knowledge and understanding of the impacts of trauma and the gendered nature and complex dynamic of family violence.
- Demonstrated understanding and commitment to building partnerships and networks with external organisations.
- Well-developed communication skills and an ability to work collaboratively with internal and external stakeholders.
- Ability to work independently, to act at all times with professional integrity and to work collaboratively as part of a team and the broader organisation.
- Demonstrated ability to manage change, competing priorities and reflect and analyse complex problems and provide workable solutions.
- Ability to accurately record data, evidence outcomes, write reports and comply with funding body requirements.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety

Other

- Commitment to the vision, values and purposes of The SAFV Centre.
- Commitment to continuous quality improvement.

- Current Victorian Driver's Licence.

Organisational Values and Culture

All staff at the SAFV Centre are expected to embody and promote:

- **Respect:** We value people, embrace diversity and demonstrate fairness. Honouring lived experience, autonomy, and self-determination.
- **Integrity:** We are open, honest and ethical. We are accountable for what we say we will do and for the impact of our actions.
- **Innovation:** We advocate for what can be and not settle for what is. We embrace new ideas and approaches that will make a sustainable difference.
- **Collaboration:** We work as a team, sharing ideas and expertise with each other and our partners. We trust and empower people, harnessing their strengths.
- **Commitment:** We are driven by our deep commitment to gender equality, social justice and human rights. We are passionate about improving the lives of our clients and inspired to achieve our goals.
- **Trauma-Informed Practice:** Recognising trauma impacts and resisting re-traumatisation
- **Safety:** Physical, psychological, and emotional safety for clients and staff

Referees

Applicants must provide the name and current contact details of 2-3 professional referees including the most recent or current supervisor.

Period of Appointment

This position is fixed term pending the continuation of funding to the service.

Hours of work

- The position is full time or part time.
- Location of the position is at the Warrnambool office or outreach.
- Hours will usually be worked during business hours of 9.00am to 5.06 pm between Monday to Friday.
- The days are based on the needs of the service.
- Flexibility in working hours will be required from time to time as the need arises.

Salary and Conditions

Annual salary range is Specialist Family Violence and Child Protection level 4 pay point 1-3. Salary will be commensurate in this band with experience and skills.

Industrial Instrument: The Sexual Assault & Family Violence Centre Enterprise Agreement 2018.

Salary Packaging: Provided via Maxxia. PBI status with other expenses available to package above this cap. The Sexual Assault & Family Violence Centre is a Public Benevolent Institution.

Superannuation: The employer will also make superannuation payments on your behalf in accordance with the *Superannuation Guarantee (Administration) Act 1992*.

Employee Responsibility – Mandatory prior to commencement

Employee to provide:

- Valid Working with Children Check
- National Police Records Check – renewed every 3 years of employment at employee expense
- Working rights in Australia

Other

This position description is subject to review and may change in accordance with the needs of our organisation; including our operations, our clients and our stakeholders.

I, _____, have read and understood this position description and agree to the requirements of this role as set out by The Sexual Assault and Family Violence Centre.

Signed: _____ Date: ____ / ____ / ____

Print name: _____