

Position Description

V0.1

POSITION TITLE:	Youth Justice Victim Support Worker
FTE:	.8 (30.4 hours per week)
Classification:	3.1.1 SW Lvl4 Yr3
Division:	Community Services
Program:	Victims Assistance Program
Location:	Site based, with the option of hybrid working in accordance with the Windermere Ways of Working with your primary location being the Gippsland region, including outreach to support consumers (if applicable to your position). Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
Tenure:	30 June 2028 (2-year pilot)
Date:	July 2026

1. About Windermere

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations.

We believe that everyone is someone in our community and we deliver services through critical partnerships with governments in the areas of:

1. **Family Wellbeing** to help families achieve safety and stability
2. **Disability Support** to enable people of all abilities to participate in their communities
3. **Development & Early Childhood Education** to help children reach their full potential
4. **Victims Assistance** to support victims of trauma, assault and/or violent crime
5. **Community Strengthening** to respond quickly to emergencies, disasters and emergent needs.

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. Our Commitment to our Employees

At Windermere, we live our values and care about:

- Our consumers and our people, offering the support and flexibility we all need to thrive
- Creating inclusive environments that celebrate diversity and affirm authenticity
- Supporting career development and nurturing potential



4. Key result areas, responsibilities and performance measures

Key Result Areas	Responsibilities	Performance Measures
Operational day to day service provision of VAP services	• Provide support to and represent victims at group conferences across the region – including intensive pre and post conference support • Provide general victim impact awareness at group conferences where victims do not wish to be involved. • Provide secondary consultation and appropriate support to conferencing convenors regarding victim engagement • Deliver trauma-informed and victim-centred on-site and phone-based services for victims identified at the Children’s Court • Contribute to the daily operations of the Children’s Court team to meet operational requirements • Collaborate with CCVE and Conferencing teams in VRSR and other VAP agencies on operational processes and to create a seamless experience for victims and share learnings and improvements • Provide a high-quality holistic service that meets the practical,	• Complete all program specific administrative tasks within the required time frames. • All data is entered to RESOLVE as per program KPIs. • Victim details including case notes entered within 3 working days. • Provide consistent information in relation to the criminal justice system, and other legal processes. • Assist in the review of the resource directory. • Provide Intake as required • Provide Outreach services in response to victim preference and at other nominated sites. • Liaise with other service providers as necessary • Seek out opportunities to inform and advocate • Complete intake and assessment paperwork

	physical, emotional, and psychological needs of victims. • Provide psychological first aid to victims as required. • Complete a risk assessment for the victim as required. • Advocate on behalf of the victim as required and appropriate. • Utilise brokerage to purchase goods and services. • Attend relevant network meetings as delegated by the Coordinator or Manager. • Undertake Intake and Assessment duties as required as part of the VAP team. • Provide service in accordance with relevant legislation and the Victims Charter Act 2006. • Provide service in accordance with the DOJCS Service Standards, Program Guidelines, and Practice Manual for Victim Support Services Victoria. • Provide service in accordance with Windermere VAP internal processes and work instructions. • Keep accurate and up to date consumer files and case notes – assist with RESOLVE data management. • Seek guidance and advice in relation to difficult situations within an appropriate time frame from the VAP Team Leader and/ or Manager.	
Team Responsibilities	• Develop and maintain professional relationships with internal and external stakeholders. • Complete other duties as requested by VAP Team Leader and/or Manager.	• Contribute to the development of procedures and systems within this program. • Submit time sheets on time. Apply for all leave on ConnX and provide all supporting

	• Positively contribute to the culture and spirit of the VAP team, work environment and to Windermere. • Contribute to productive and positive team meetings. • Build capacity of VAP staff and the organisation regarding the youth justice system, trends and issues	documents. • Positively embrace and adopt change as it occurs.
Quality and Risk	• Provide VAP services in accordance with Windermere Policy & Procedures. • Understand and implement VAP DOJCS service standards and accreditation standards. • Participate in the provision of quality outcomes for consumers through review and audit of relevant feedback – audits, complaints/compliments & accreditation processes. • Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements. • Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required. • Manage complaints or grievances within Windermere policies.	• Ensure policies, procedures and codes are complied with at all times. • Ensure work practices comply with Windermere's Continuous Quality Improvement principles. • To positively embrace and adopt change as it occurs. • As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set.
Community Engagement and Consultation	• Engage and educate external stakeholders about VAP, building understanding of the Victims Charter, the role of	• External Stakeholders have increased understanding of the VAP program and referral pathways. • Increased referrals.

	victims' assistance with victims of violent crime.	
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	• 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. • Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. • 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 annual performance review with the relevant supervisor. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.	• Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews. • Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed. • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.

The employee will be expected to perform other duties outside those set in this 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.

This position description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

5. Capability Framework Mapping

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:

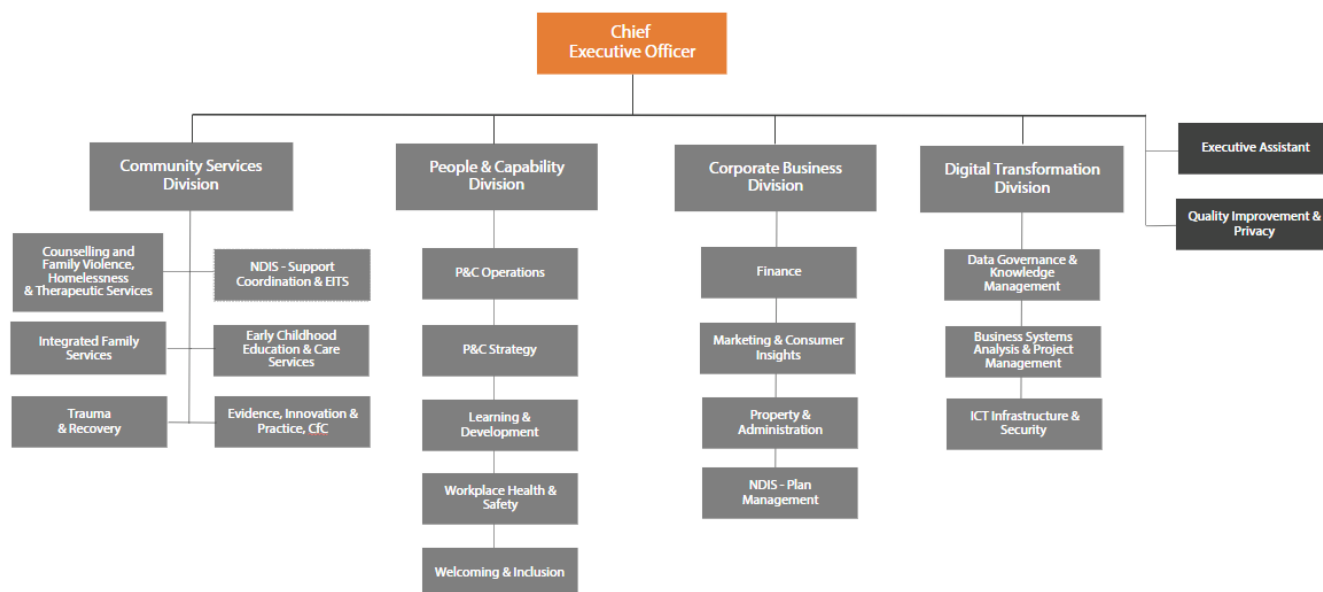
- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles • learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles • workforce planning by identifying current and future workforce capability needs and gaps



This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Service Delivery	Intermediate
2	Adaptability	Intermediate
3	Collaboration	Foundation
4	Innovation & Continuous Improvement	Foundation
5	Vision & Strategic Drive	Foundation
6	Leadership	Foundation

6. Organisational relationships



Line Manager:	Team Leader – VAP Gippsland
Supervises:	Nil
Internal relationships:	VAP Service Manager, VAP team members, other Windermere staff, including People and Capability and Payroll.
External relationships:	DoJCS, Victim's Helpline, Victoria Police, Court networks, Youth Justice services & other community stakeholders.

7. Key selection criteria

- Tertiary qualifications in Social Work, Social Welfare or relevant equivalent
- Understanding of the youth justice system (including the Children's Court), victim service system and relevant legislation.
- Experience working with victims of crime.
- Understanding of restorative justice theory and principles, including an understanding of group conferencing processes.
- Ability to develop and maintain authentic and effective relationships with internal and external stakeholders to secure positive client and service system outcomes.
- Demonstrated experience in trauma informed approaches to assessment, referrals and victim support.
- Minimum 3 years' experience within the community sector, preferably in a trauma related field.
- Risk identification and management capability, including confidence with the MARAM framework.
- Capability to engage in community engagement and education
- Ability to provide tailored support to victims of crime from diverse backgrounds and communities.
- Excellent ICT, verbal, written and interpersonal communication skills.
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence
- Willingness to undertake relevant pre-employment screening and checks - including, Police Check, Pre-Employment Medical and Working with Children's check

- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

8. Application details

To ensure your application is considered please include the following information:

- Cover Letter addressing the Key Selection Criteria
- Current Resume

9. Acceptance

I have read this Position Description (PD) and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- Additional or other duties and responsibilities of a similar level of capability may be allocated to me during my course of employment. Where needed I will be provided with additional training and support as per the Learning and Development policy.
- This PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this PD, are indicative. KPIs will be set by my Supervisor or Manager in discussion with me, for each year or another set period.

Occupant:

Name: _____

Signature: _____ Date: _____