

Job and Person Specification

Title of Position	Regional Coordinator, Southeast
Classification	Social Community Home Care & Disability Services Award, level 4-5 and Enterprise Agreement benefits.
Summary	The Regional Coordinator will develop and coordinate local services for crime victims in the Southeast area of South Australia, and will be based at Mount Gambier. The Regional Coordinator will ensure referral systems are effective, liaise with community agencies to develop appropriate services, and provide information, counselling and support services to crime victims.
Working Relationships	Reporting will be to the Manager, Regional Services and Strategic Development. The Regional Coordinator will also work closely and collaboratively with other service providers and relevant committees.
Special Conditions	Some after hours work and overnight stays will be required. Some intrastate travel will be required. Appointment is subject to criminal records check.

JOB SPECIFICATION

Key result areas

1. Initiating and undertaking community development and education by:

- consulting with local community services and other stakeholders
- promoting shared responsibility for provision of services for crime victims
- liaising with local committees
- undertaking community education about victims rights and needs
- participation in some media activity under guidance/support of the VSS Manager, Regional Services and Strategic Development.
- encouraging collaboration in providing services to crime victims
- providing information about victims' rights, needs and services
- supervising volunteers
- encouraging the preparation of funding submissions to develop local services
- ensuring regional matters are reported in *Victims' Voice* (VSS Newsletter)

2. Providing information, counselling and crime prevention initiatives to crime victims by:

- developing and maintaining effective referral services
- providing accurate information and/or referral to clients in a timely and sensitive manner
- consultation and information provision to other services responding to crime victims
- comprehensive intake and assessment of clients needs
- providing counselling for people traumatised through criminal victimisation
- conducting support groups for victims where needed
- conducting risk assessments and safety planning for victims of domestic and family violence
- the provision of home safety audits for victims of crime
- ensuring the service maintains a high profile in the region
- ensuring that services are culturally appropriate
- maintaining accurate case-notes and client data
- reviewing client-work techniques and acquiring new skills
- advocacy on behalf of clients

3. Recruiting and coordinating volunteers by identifying and selecting candidates:

- providing and/or ensuring training is delivered according to needs
- monitoring performance
- providing on-going support and regular training
- authorising reimbursement claims
- supervising volunteer programs to support victims/prosecution witnesses and prepare them for court
- initiating other volunteer support programs as required

4. Establishing and maintaining a local office by:

- equipping the office and maintaining an inventory of all VSS property
- ensuring administrative protocols are followed
- ensuring expenditure is consistent with budgets
- monitoring and evaluating regional performance against performance indicators and service objectives
- Undertake periodic risk assessments and maintain a safe working environment

5. Ensuring delivery of appropriate victim oriented training to volunteers and community service providers by:

- identifying local needs
- negotiating with local service providers to contribute to and receive training in victim awareness
- promoting victim oriented training for local service providers and interested parties
- assisting in course development, accessing external and Victim Support Service resources and negotiating with non-local presenters
- delivering training in as timely manner as possible

6. Contributing to the development of Victim Support Service by:

- contributing to professional development and skills/knowledge transfer within the service
- commenting upon policies and procedures
- participating in strategic planning and team development activities
- participating in evaluation of programs/projects/activities
- constructively challenging current practices and offering suggestions/new ideas about the operations of the organisation
- contributing to research activities

PERSON SPECIFICATION

Essential Minimum Requirements

1. Relevant tertiary qualifications
2. Demonstrated skills in working with individuals and families from diverse backgrounds
3. Experience in working with people who have been subjected to trauma
4. Understanding and experience of rural communities
5. Ability to work autonomously and be able to act on behalf of Victim Support Service within established guidelines
6. Commitment to advocating for, and upholding, the rights of victims of crime
7. Ability to act as part of a team and accept regular supervision
8. Self-motivation, mature attitude, able to show initiative
9. Current South Australian drivers licence

Desirable characteristics

1. Appropriate tertiary qualification in counselling, social work or psychology
2. Direct experience with crime victims' issues and victims themselves
3. Experience in counselling
4. Experience in community development
5. Experience in working with different cultural and disadvantaged groups
6. Knowledge of the Criminal Justice System
7. Experience in volunteer supervision
8. Experience in public speaking and media liaison