

ROLE DESCRIPTION

Coordinator Specialist Victims Support Service

Cluster	Stronger Communities	
Division/Branch/Unit	Victims Services	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 9/10	
ANZSCO Code	139999	
Role Number	TBA	
PCAT Code	1117292	
Date of Approval	30 May 2018 (Updated 30/7/2018)	REF: VS 0054
Agency Website	www.dcj.nsw.gov.au	

Primary purpose of the role

Lead and manage a team of case managers who deliver support services to victims of crime, by ensuring the provision of early intervention, crisis support, case management, representation and referral services to victims of serious offences committed by offenders with a mental illness and/or cognitive impairments.

Provide information, education and advice to psychologists, social workers, counsellors and other associated professionals assisting victims of crime and support them in navigating the forensic mental health system, to ensure the unique needs of victims of offenders with mental illness and/or cognitive impairments and their families are identified and met.

Key accountabilities

- Mentor, direct and manage a team of case managers that provide support to victims of crime and deliver high quality clinical and case management services to victims and their families.
- Provide advanced crisis support, case management, education, information and advice to both internal and external stakeholders.
- Develop and maintain processes to ensure that the needs and requirements of victims of crime are met; including ensuring victims of offenders with a mental illness and/or cognitive impairment are treated according to the Charter of Victim's Rights and assist with the complaint process, where breaches have been identified.
- Provide advanced clinical advice and consultation services to victims to ensure the effective delivery of state wide victim focussed services within the forensic mental health system.
- Identify referral opportunities and work collaboratively to achieve positive outcomes.
- Contribute to the development of evidence based knowledge through research, education and evaluation programs and disseminate this knowledge including through the delivery of training and conference presentations at a state and national level.
- Work collaboratively to develop, implement and monitor unit programs and policies at a state wide level to support the continuum of care and the delivery of quality services to victims within the forensic mental health system.

- Engage in continuing professional development and clinical supervision to ensure and maintain knowledge and expertise and ensure that relevant credentials and professional governance requirements are being met.

Key challenges

- Managing and prioritising complex matters whilst ensuring that victims of serious offences are provided with specialist support and guidance within set timeframes.
- Responding to complex, sensitive and contentious issues whilst ensuring that coordinated responses are provided.
- Adapt to changing priorities and maintain collaborative approaches ensuring timeframes are met.

Key relationships

Who	Why
Internal	
Case Managers	<ul style="list-style-type: none"> • Provide training, informal supervision and support which assists in mentoring Case Managers to assist with their service delivery and ongoing case management as well as work in an independent manner. • Identification of potential gaps and training needs and implementation of development models to ensure staff development and career progression.
Senior Manager, Specialist Victims Support Service	<ul style="list-style-type: none"> • Provision of support regarding strategic case management and process development to ensure that services and support are provided to victims of serious offences perpetrated by offenders with mental health and/or cognitive impairment/s. • Provision of feedback and regular updates regarding case management and emerging trends whilst conducting review and assessment of staff performance.
Commissioner of Victims Rights	<ul style="list-style-type: none"> • Provision of expert advice and complex reporting on the status of case management and issues faced by victims of serious offences perpetrated by offenders with mental health and/or cognitive impairment/s. • Liaising in relation to trends and issues regarding victims of serious offences and the way in which matters are dealt with by the Mental Health Review Tribunal.
Victims Services Management Team	<ul style="list-style-type: none"> • Provision of guidance and support in relation to the Specialised Victims Unit and implementation of policy and programs for Victims Services. • Provide feedback and support regarding service delivery, clinical issues and the reception and delivery of strategic case management.
External	

Mental Health Review Tribunal	<ul style="list-style-type: none"> • Liaise and collaborate with MHRT staff to ensure information is shared in a timely manner with victims.
-------------------------------	---

NSW Police Force/Office of the Prosecutor	<ul style="list-style-type: none"> • Work with stakeholders to establish referral pathways, service standards, meeting training needs and providing services for victims of serious offences committed by offenders with mental health and/or cognitive impairment/s.
---	--

Role dimensions

Decision making

The role exercises delegated statutory and regulatory powers to make decisions and provide strategic case management to victims of serious offences committed by offenders with mental health and/or cognitive impairment/s, in accordance with legislation and policy.

The role is accountable for the development and management of initiatives regarding matters pertaining to victims within contemporary forensic mental health practice and working collaboratively with various stakeholders to ensure desired client outcomes are achieved.

Represents the Commissioner of Victims Rights at delegated meetings and contributes to the communication with various stakeholders to achieve supportive and desired outcomes.

Reporting line

The role reports to the Senior Manager of the Specialist Reforms Unit.

Direct reports

The role has three (3) Direct Reports.

Budget/Expenditure

Nil

Essential requirements

- Relevant qualifications in law/psychology/social work or work experience in the Forensic Mental Health/Mental Health Industry.
- Previous experience in the Forensic Mental Health or Mental Health Industry.
- Demonstrated skillset in grief, trauma and/or family support.
- Ability to travel throughout NSW and current driver's licence.
- Knowledge of the mental health system and the relevant legislation.
- **Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012**
- **As part of the team, you will be rostered to take calls outside of office hour when needed, to provide crisis support on urgent referrals concerning Forensic Mental Health Matters (It is anticipated calls will be rare).**

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework>

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		criticism and respond constructively <ul style="list-style-type: none"> • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcome • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
People Management Inspire Direction and Purpose	Intermediate	<ul style="list-style-type: none"> • Assist team to understand organisational direction and explain the reasons behind decisions • Ensure the team/unit objectives lead to the achievement of business outcomes that align with the organisational policies • Recognise and acknowledge individual/team performance