

ROLE DESCRIPTION

Specialist Victims Client Officer

Cluster	Stronger Communities	
Division/Branch/Unit	Victims Services	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 7/8	
ANZSCO Code	512111	
Role Number	TBA	
PCAT Code	1117292	
Date of Approval	30 May 2018 (Updated 30/7/2018)	REF: VS 0049
Agency Website	www.dcj.nsw.gov.au	

Primary purpose of the role

Deliver a range of case management services to victims of serious offences committed by persons with mental illness and/or cognitive impairments. The role provides victims with early intervention, crisis support, case management, counselling, representation, advocacy, advice and assistance when navigating the forensic mental health system including the provision of information and advice to professionals assisting victims of crime.

Key accountabilities

- Provide crisis support and referrals for victims where a serious offence has been committed by a person with a mental illness and/or cognitive impairments ensuring high quality and timely service delivery to victims and their families.
- Undertake timely and accountable case management and ensure the appropriate management of sensitive and confidential information that is recorded in accordance with relevant legislation and regulations.
- Provide support to victims, including over the phone counselling where required, to address the multiple needs of the victim.
- Provide support and information to victims involved in forensic proceedings, including sharing information with victims about their rights and entitlements in the context of the Mental Health Review Tribunal.
- Advise and assist victims and/or their families in producing submissions to/attend hearings of the Mental Health Review Tribunal at review proceedings for forensic patients.
- Provide advice, information and assistance to psychologists, social workers, counsellors and other associated professionals working with victims of crime in the context of mental health.

Key challenges

- Establishing best practice and setting precedent in the service delivery to victims of serious offences and their families and ensure that they receive a specialised service that is tailored specifically to meet their needs.
- Deliver complex case management on a daily basis to victims in collaboration with other associated professionals.
- Consult and provide direction and support to victims who may be distressed, frustrated and/or are experiencing trauma.

- Ensure support and specialised services are delivered to victims that are geographically isolated or are vulnerable to other hardships, which impact on their ability to seek the required support and acquire the relevant information.

Key relationships

Who	Why
Internal	
Specialist Victims Client Officer	Work collaboratively and cooperatively with other members of the unit and contribute to various team projects or initiatives.
Coordinator Specialist Victims Support Service	Deliver day to day advice and guidance with respect to tasks and provide direction and assistance when faced with difficult or complex enquiries or escalated issues.
Senior Manager Specialist Reforms	Provide guidance and direction in relation to implementing policy, provision of client service delivery, statutory, compliance and advocacy issues.
VS Managers and Staff	Respond to referrals and enquiries regarding the support and services provided by the unit from other staff members at Victims Services.
External	
Victims and their families	Respond to enquiries, provide advocacy and support and ensure that referrals are made to other services to ensure that the needs of the victim and/or their family are met.

Role dimensions

Decision making

The role exercises independent judgement, knowledge and skills with limited practice supervision.

During the delivery of complex case management, the role offers therapeutic crisis intervention and ongoing support to victims of serious offences perpetrated by an offender who has a mental illness or intellectual disability.

The roles professional knowledge and experience will assist with delivering the information to victims and their families in relation to service standards and practice. They will provide assistance with respect to referrals to other service providers following a thorough needs assessment.

Reporting line

The role reports to the Coordinator Specialist Victims Support Service.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements



- Relevant qualifications in law/psychology/social work or work experience in the Forensic Mental Health/Mental Health Industry are highly desirable.
- Knowledge of/experience in the Forensic Mental Health or Mental Health Industry.
- Demonstrated skills in relation to grief management, trauma and/or family support.
- Ability and willingness to regularly travel throughout NSW and current unrestricted driver's licence.
- **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	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	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 criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
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	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes

- Prepare accurate documentation to support cost or resource estimates
 - Participate and contribute to reviews of progress, outcomes and future improvements
 - Identify and escalate any possible variance from project plans
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