



JOB TITLE	Head of CVSA Service
EMPLOYMENT BASIS	Full-Time - 40 Hours
KEY BENEFITS	<ul style="list-style-type: none">- The opportunity to make a difference with victims of sexual abuse- A healthy work-life balance- Using a multi-disciplinary approach

JOB DESCRIPTION

The Head of Victim Support's CVSA is responsible for a myriad of responsibilities including the service, care and case management of all clients who fall under CVSA Service. This is a vast service that provides free therapeutic, and psychiatric and legal support to a range of traumatized, vulnerable and individuals who have been sexually victimised. The core responsibility of this role is to ensure that the service is provided flawlessly by a team of invested, knowledgeable and dedicated contractees and partners under the coordination and tutelage of the CVSA Head. This Head is tasked with continually developing the CVSA service both in its operations, policies, service provision and sources of funding.

TERMS AND CONDITIONS

The appointee is required to undergo an induction phase and other relevant training which may be deemed necessary. The post is on a full-time basis and is subject to a probationary period. The contract is on a definite basis. The Head of CVSA Service may be required to work flexible hours including evenings if necessary.

KEY RESPONSIBILITIES

- Receive all client referrals and conduct intake appointments in a timely manner. Assess new clients and refer to service providers accordingly
- Ensure that clients receive timely information about VSM services or other agencies/entities. Liaise with other VSM and external services as necessary
- Overall case management of all clients accessing the service, including crisis services, counselling and psychotherapeutic services, and legal services.
- Manage of a team of therapists/counsellors, crisis workers & lawyers (service providers) to ensure holistic service provision. Liaise with service providers at all times.
- Participate in the recruit / contract all members of the CVSA team

- Create and circulate a roster for crisis workers each month
- Develop care plans for clients in conjunction with service providers
- Ensure care plan is being adequately carried out, and that it is revised as required
- Ensure that clients can be accompanied to all legal and court appointments if necessary
- Be available to testify in court if / when necessary
- Handling or resolving client complaints
- Ensure adherence to all laws, policies and procedures and draft Services's SOPs
- Monitor service providers in the adherence to laws, policies and procedures
- Manage service providers and keep close contact with them at all times
- Keep client files regularly updated and in compliance with data protection legislation
- Develop and deliver regular training to staff and volunteers
- Ensure therapists are accessing regular supervision with VSM supervisors
- Participate in any special projects/programmes as requested
- Assist the Director in the day to day administration of the organisation
- Attend and actively participate in any relevant and necessary board, management, supervisory, client meetings when necessary and/or requested
- Establish the appropriate environment for the all-round functioning of the VSM offices
- Promote a professional environment, awareness of, and respect to, the clients' rights and an ethos of courtesy and confidentiality at all times
- Advise the Director of VSM in the maintenance of the premises
- Attend to all correspondence to and from the VSM CVSA service
- Have weekly meetings with the Director to discuss service development
- Manage the budget for the CVSA service
- Create, promote, and attend fundraising initiatives for CVSA services
- Be abreast of funding opportunities and draw up proposals for potential funding for VSM
- Monitor services and expenses incurred to ensure that service remains within budget
- Promote service to generate more awareness and possible funding
- Collaborate with the Projects Manager on any Projects requiring input of CVSA service
- Identify CPD opportunities for the team to develop their skills in relation to the service
- Cost, fund, budget, record and plan training
- Keep all records and filing systems of VSM's affairs in a neat, well-organised and orderly
- Develop and action a service evaluation to gauge client satisfaction.

MINIMUM REQUIREMENTS

Qualifications

- Possess a Master's Degree in Psychology, Counselling, Therapy or other comparable qualification and a relevant warrant
- A clean driving licence

Experience

- Frontline experience in working in a social field is considered an asset;

PERSONAL QUALITIES

- Committed to Victim Support Malta's vision;
- Strong written and verbal communication skills;
- Self-motivated;
- Resourceful and able to perform under pressure;
- A victim-centred approach to working with victims of abuse;
- Solid organisational and analytical skills;
- Ability to manage multiple projects, priorities and deadlines;
- Assertive and empathetic. A good listener with a non-defensive approach;
- Willing to take responsibility and be accountable.

HOW TO APPLY

Please send a written statement detailing how your skills match the requirements listed in this job description, together with your CV, police conduct and the contact details for 2 Referees to info@victimsupport.org.mt

The Job Description will be reviewed on a regular basis and may be amended by the Director to reflect the needs of the service. This Job Description should be read in conjunction with the contract of service.