

JOB DESCRIPTION	
Title:	VAS Administrator
Team:	Victim Assistance Scheme (VAS) Team
Reporting to:	National Manager VAS Operations
Location:	Manaaki Tāngata Victim Support National Office, Wellington

Aronga Nui | Our Purpose

Ko te hāngai ki te whakatakanga ngātahi, a, ko te aronga tōtika ki ngā tini kaupēhipēhi me te hoe ngātahi i tā rātou kōkiri whakamua.

Manaaki Tāngata Victim Support is here 24/7 for people directly affected by crime, suicide and traumatic events, including their whānau and witnesses. We support people to feel informed, empowered, safe and able to cope with the impact

We are committed to upholding the principles of Te Tiriti o Waitangi to ensure equitable access and outcomes for Māori clients and that kaimahi Māori can thrive within our organisation.

Ngā Uara | Our Values

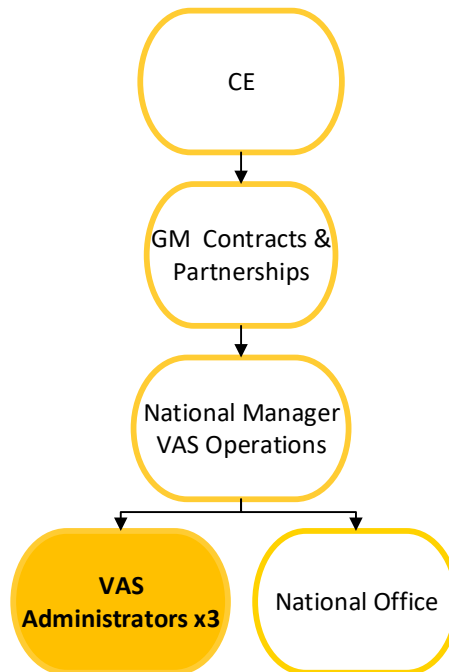
At our core of how we work are our values:

Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga

Te Kaupapa | Role Purpose

As a key member of the Victim Assistance Scheme (VAS) team, you will co-ordinate and deliver accurate and timely processing and review of VAS applications, payments, and expenditure; collaborating with the VAS team and external stakeholders to ensure a seamless delivery of VAS.

Te Rārangi Tūranga/Role Structure



Ngā Mahi | Do

Victim Assistance Scheme (VAS) Application Processing

- Review and process all VAS applications in a timely manner, ensuring they are in accordance with Ministry of Justice criteria.
- Liaise with colleagues regarding VAS expenditure requests featuring unusual items or where additional information is required to reach a decision.
- Refer exceptional applications to the National Manager VAS Operations.
 - Prepare and process payments, updating systems and records, creating payment uploads and forwarding to Accounts Payable for payment
 - Review VAS expenditure, recalculate if required, record overpayments and update recovery of any overpayments
 - Update computer records to show any returned funds and work with Accounts and SD teams to resolve
 - Think with 'eyes wide open' for cases vs criteria and be mindful of a holistic approach
 - Be self-aware of own emotional response and burnout as continual Serious Crime content can have a negative, overload response.

Victim Assistance Scheme finance related processing:

- Check VAS-related invoices, flights, contact service bookings and credit card expense from Finance queries as and when required
- Code and enter VAS-related expenditure into the Hiwa database system and contribute to GST compliance by ensuring tax invoices are compliant with requirements as and when required

Stakeholder Engagement (Counselling for Victims):

- Receive applications from potential counsellors and review to ensure completeness, track and liaise as required with counsellor and internal staff involved with process
- Maintain database of approved counsellor, ensuring current APC and update details on counsellor profiles
- Liaise with Finance to ensure number of counselling sessions attended by VAS clients is within specified limits.
- Refer requests for extended counselling to the National Manager VAS Operations.

General Victim Assistance Scheme Support

- Promote understanding of VAS criteria, policies and procedures within Victim Support
- Participate in the development of procedures to contribute to the smooth administration of VAS
- Correct identified data errors in the VIVA database
- Assist with the development and implementation of any future VAS changes or initiatives.
- Creating monthly, quarterly and ad hoc reports
- Ad hoc duties as required

Relationships

- Establish and maintain active and constructive relationships with Service Delivery teams, Finance, and all Victim Support staff and volunteers
- Develop and maintain collaborative relationships with supplier, counsellors and other NGOs / relevant organisations.

Pūkenga | Key Skills

- Strong client service focus and ability to manage customer expectations
- Effective and professional communication skills
- Computer competency (including strong Microsoft Office, particularly Excel) and database experience essential
- High level of accuracy and attention to detail are essential
- Experience in applying organisational policies
- Numerical literacy and analytical skills
- Impeccable ethical standards
- Excellent problem-solving skills
- Resilience (this role includes reading material relating to victim circumstances)
- Ability to influence others positively
- Willingness to support the wider team
- Highly organised and capable of managing competing priorities

Qualities

- A passion for excellence, simplicity, collaboration and the Victim Support kaupapa.
- A role model for our values.
- Excellent verbal/written situational communications skills.

- Welcomes and values diversity, contributes to an inclusive working environment where differences are acknowledged and respected.
- Self-organisation and time management skills to plan ahead, set priorities and meet deadlines.
- Makes good decisions based on a mixture of knowledge, experience and judgement.
- Builds healthy relationships with clear boundaries.
- Recognises stress and burnout potential and can offer good resources for coping with the demands of the job.
- Ability to work flexible work hours, according to the needs of the office. This may include evenings and/or weekends as required from time to time.
- Must maintain a clean criminal record and a positive working relationship with the police.