VICTIM SUPPORT AGENCY

POST OF CASE OFFICER II (EMOTIONAL SUPPORT)

(Warranted Psycho-Social Professionals)

Jobsplus Permit No. 593/2024

Nomenclatures denoting the male gender include also the female gender.

1. The CEO of the Victim Support Agency invites applications for the post of **Case Officer II (Emotional Support).**

2. Terms and Conditions

2.1 The selected candidate will be engaged on an indefinite basis as Case Officer II (Emotional Support) at the Victim Support Agency.

2.2 This appointment is subject to a probationary period of one (1) year.

2.3 The salary for the post of Case Officer II (Emotional Support) with the Victim Support Agency is equivalent to maximum Grade IV of the VSA Grade and Salary Structure, which in year 2026 is €34,384 (thirty-four thousand, three hundred and eighty-four) per annum up to a maximum of €36,453 (thirty-six thousand, four hundred and fifty-three), rising by an increment of €596 (five hundred and ninety-six) and an annual increase (COLA) as determined from time to time by the Central Government.

2.4 The selected candidate is also entitled to an annual VSA allowance of €3,600; an annual communication allowance of €1,200; a performance allowance up to 10% of the basic salary and a CPD allowance of €700.

2.5 The appointee must ensure that s/he operates within the framework of the Code of Ethics and of Section 7.4 of the PSMC and will not carry any form of work outside of this employment which may be against the interest of the Victim Support Agency and/or which may lead to a conflict of interest or interfere with the performance of his/her official duties with the Victim Support Agency. Private work invariably necessitates the permission of the Chief Executive Officer.

3. Duties and Responsibilities:

3.1 Case Officer II (Emotional Support) will be reporting to the CEO of the Victim Support Agency or to any other person the CEO may delegate for the purpose of assigning duties and responsibilities as applicable to the position from time to time.

3.2 The selected candidate is expected to maintain strict integrity and confidentiality of all aspects of work of the Victim Support Agency; to provide efficient and professional services and to fully participate in the various duties that are undertaken by the Agency, including but not limited to:

I. Carrying out therapeutic sessions on individual or group level, where practical and appropriate.

II. Ensuring that the Agency's Support Services are well-promoted.

III. Support Case Officers I (Emotional Support) and work in close collaboration with other professionals in other agencies or organisations, thereby ensuring maximum utilisation of resources for the benefit of the service users

IV. Raise awareness on the services as offered by the Victim Support Agency and the need to make referrals in accordance with established agency procedures;

V. Ensure that all records and logging systems, are well kept and all interventions with service users are carried out while ensuring confidentiality at all times in accordance with existing official and legal provisions.

VI. Assisting and compiling of annual reports.

VII. Remain up to date with current victims-centred approaches and practices both nationally and internationally;

VIII. Initiating, coordinating, and participating in Victims Support related research and projects as and when required;

IX. Work within a multi-disciplinary environment in order to contribute towards a holistic approach in service provisions;

X. Be able to work outside normal office hours;

XI. Provide therapeutic services in the victim's residence and VSA Regional Centres, where practical and appropriate;

XII. Any other duties according to the exigencies of the Victim Support Agency as directed by the CEO.

4. Qualification & Experience Required:

4.1. By the closing time and date of this call for applications, applicants must:

a) Citizens of Malta;

or

b) Citizens of Member States of the European Union who are entitled to equal treatment to Maltese citizens in matters of employment by virtue of EU legislation and treaty provisions dealing with the free movement of workers;

or

c) Citizens of any other country who are entitled to equal treatment to Maltese citizens in matters related to employment by virtue of the application to that country of EU legislation and treaty provisions dealing with the free movement of workers;

or

d) Any other persons who are entitled to equal treatment to Maltese citizens in matters related to employment in terms of the law or the law or the above-mentioned EU legislations and treaty provisions, on account of their family relationship with persons mentioned in paragraph (a), (b) or (c);

or

e) Third country nationals who have been granted long-term residents' status in Malta under regulation 4 of the "Status of Long-Term Residents (Third Country Nationals) Regulations, 2006" or who have been granted a residence permit under regulation

18(3) thereof, together with family members of such third country nationals who have been granted a residence permit under the "Family Reunification Regulations, 2007".

The advice of the Citizenship and Expatriates Department should be sought as necessary in the interpretation of the above provisions.

The appointment of candidates referred to at (b), (c), (d) and (e) above would necessitate the issue of an employment license in so far as this is required by Immigration Act and subsidiary legislation. The Employment and Training Corporation should be consulted as necessary on this issue, and

4.2 By the closing time and date of this call for applications, applicants must be:

(i) able to communicate in the Maltese and English Language; AND

(ii) in possession of a recognized qualification at MQF Level 7 in Counselling or Psychology or Social Work or Psychotherapy or a comparable professional qualification, together with a registered warranty by the Competent Regulatory Body and at least five (5) years of practical work experience.

(iii) In possession of a recent and valid Police Conduct Certificate.

The appointee must have a good moral character and is expected to submit a recent (not more than one month) Police Conduct Certificate.

The Victim Support Agency reserves the right to annul the result of the Selection Process of any successful candidate who at any time is found to have an unacceptable criminal record or has been dismissed from any Public Entity.

5. Skills/Abilities:

- A flexible and adaptable work approach;
- Good organizational and time management skills;
- Good listening and communicating skills;
- Ability to work effectively independently as well as a team member;
- A high-level of self-motivation and ability to set and meet goals;
- Ability to work well under pressure.

6. Submission of applications

6.1 Qualifications and/or experience claimed must be supported by certificates and/or testimonials, copies of which should be attached to the application. Diploma/Degree/Post-Graduate certificates or comparable qualifications must be accompanied by a transcript in English (Diploma/Certificate supplement), showing the Degree obtained and the final classification. Scanned copies sent electronically are accepted.

6.2 Original certificates and/or testimonials are to be invariably produced for verification at the interview.

6.3 Applications must be submitted for the attention of the CEO on vsa-hr@gov.mt

6.4 Applications are to include a curriculum vitae (which should include a list of qualifications held by applicant), a Copy of Warrant and a Police Certificate of Conduct.

6.5 The closing date of the receipt of applications is NOON [CET] of Friday, 27th November 2026.