

POSITION DESCRIPTION

Position Title:	Information and Support Line Officer
Location:	SE Queensland
Employer:	Bravehearts
Terms:	Part time
Reports to:	National Manager of Advocacy and Support Services



Our Vision

To make Australia the safest place in the world to raise a child.

Mission Statement

Our Mission is to prevent child sexual assault in our society.

Guiding Principles

Our Guiding Principles are to, at all times, do all things to serve our Mission without fear or favour and without compromise and to continually ensure that the best interests and protection of the child are placed before all other considerations.

Guiding Values

Our guiding values are to at all times do all things to serve our Mission with uncompromising integrity, respect, energy and empathy, ensuring fairness, justice and hope for all children and those who protect them.

PURPOSE OF POSITION:

The Information and Support Line is Bravehearts frontline service for the community.

The main objective of the role is to be the first point of contact for our service to help identify and address the caller's needs.

Term of Appointment:

As per contract agreement.

Remuneration range:

Social, Community, Home Care and Disability Services Industry Award 2010 Level: 4.

Reporting Relationships:

The Information and Support Line Officer reports directly to the National Manager of Advocacy and Support Services.

PRIMARY DUTIES AND RESPONSIBILITIES:

The role will have particular responsibility in the following areas:

- Answer all phone calls and enquiries in a professional manner.
- Provide accurate information to prospective clients about services offered both internally and outside of Bravehearts service scope and operational locations.
- Provide clear and accurate information about the National Redress Scheme ('Redress Scheme') to clients who have experienced Institutional Child Sexual Abuse.
- Telephone screening callers for suitability to the Bravehearts counselling and case management services.
- Assessing level of risk for callers with a strong focus on identifying any child protection concerns and/or suicide risk.

- Reporting information about callers and their level of risk to relevant authorities e.g. Child Protection authorities, Health professionals, Police (as per Bravehearts Child Protection and Mandatory Reporting policies).
- Record and maintain accurate client records in Bravehearts Service Register System (SRS).

ADDITIONAL RESPONSIBILITIES:

- Attend regular supervision and professional development meetings.
- Attendance at conferences/meetings/Bravehearts functions – as requested.
- Meet and where possible exceed agreed personal Key Performance Indicators.
- Participate in bi-annual Planning and Support Sessions (PASS).
- Participates in self-care activities.
- Work as part of a team to continuously improve service delivery and to attain Bravehearts mission.

Personal Specifications:

Qualifications/Experience:

- A completed University level graduate qualification in Psychology, Counselling or Social Work or a related field is essential. Diploma level qualifications or less will not be considered.
- Experience in, and ability to effectively communicate therapeutically with callers some of whom may present in a heightened emotional state.
- Ability to communicate effectively (written and oral).
- Ability to plan and manage time effectively.
- An understanding of the issues of people impacted by child sexual assault and trauma.
- An understanding of working within a mandatory reporting practice.

Personal Qualities:

- The appointee needs to possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- High levels of verbal and written communication, as well as well-defined negotiation and mediation skills.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission and philosophy and to its vision for an optimum contribution to the lives of children and young people who have been affected by Child Sexual Assault, and primary caregivers.
- Principles of social justice will underpin the appointee's practice.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and National Police Certificate.
- Candidates must possess a drivers licence and willingness to travel (if required within role).

Skills and Abilities:

- Telephone counselling skills.
- A sound understanding of the effects of child sexual assault on the individual, family, interpersonal, and societal level.
- Excellent written and verbal communication.
- Ability to work well within a team environment.
- Exceptional organisational skills.
- Intermediate use of Microsoft office suite and keyboard skills.

I, _____ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager of any charges of child sexual assault or interpersonal violence.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual assault, or violence towards person, whether at work or not, may lead to immediate termination of employment. I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____

Date: _____