

POSITION DESCRIPTION



Position Title:	Intake Officer - The Courage Project
Location:	Mackay
Employer:	Bravehearts
Terms:	Social, Community, Home Care and Disability Services Industry Award 2010 Level: 2
Reports to:	Practice Manager - The Courage Project

The Courage Project is a collaboration between Bravehearts and Mackay Women's Services (MWS) to provide a trauma-informed mental health service for children under 14 years old who have experienced physical and/or sexual abuse/assault and are at risk of self-harm; in the Mackay, Whitsunday and Isaac area. The Courage Project brings together over 45 years of collective experience protecting children and young people.

Purpose of Position:

The Intake Officer's main objective is to gather information and triage referrals to The Courage Project and ensures that all relevant paperwork is completed and submitted prior to the client's first initial session with the counselling team. The Intake Officer will also be responsible for managing the waitlist in collaboration with the Practice Manager.

Term of Appointment:

Part Time – In line with funding agreement.
Monday, Wednesday & Friday: 9.30am – 2.30pm.

Reporting Relationships:

The Intake Officer reports to the Practice Manager.

Primary Duties and Responsibilities:

The role will have particular responsibility in the following areas:

- Provide accurate information to prospective clients about services offered both internally and outside of The Courage Project service scope and operational locations.
- Assessing level of risk for callers with a strong focus on identifying any child protection concerns and/or suicide risk.
- Record and maintain accurate client records in Redicase.
- Telephone screening callers for suitability to The Courage Project and completing an initial assessment to inform the allocation process.
- Ensure all clients screened for suitability meet the eligibility requirements set forth by existing contractual or departmental obligations.
- Monitoring and maintaining the waitlist for The Courage Project and offering alternative services to clients who no longer want to remain on the waitlist and providing interim phone support to clients as required whilst they remain on the waitlist.

Additional Responsibilities:

- Attend regular supervision and professional development meetings.
- Attendance at conferences/meetings/The Courage Project functions – as requested.
- Meet and where possible exceed agreed personal Key Performance Indicators.
- Participate in b-annual Performance Planning.
- Participates in self-care activities.
- Work as part of a team to continuously improve service delivery and to attain Bravehearts mission.
- Support The Courage Project reception as required for staff coverage.
- Provide high quality reports to the Practice Manager as requested.

Personal Specifications:

Qualifications/Experience:

- Experience working with clients particularly regarding trauma is preferable.
- Experience in, and ability to effectively communicate therapeutically with callers some of whom many present in a heightened emotional state.
- Experience working within telephone counselling support environment will be advantageous.
- 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 framework.

Personal Qualities:

- Respect for privacy and confidentiality.
- The appointee needs to possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- A sound understanding of the effects of child sexual assault or domestic and family violence on the individual, family, interpersonal, and societal level.
- High levels of verbal and written communication, as well as well-defined negotiation and mediation skills are essential.
- The capacity to work enthusiastically within the parameters of the Bravehearts and MWS Mission and philosophy and their Vision for an optimum contribution to the lives of children and young people who have experienced trauma, their non-offending family members and primary caregivers.
- Principles of social justice will underpin practice.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and National Police Certificate.
- Candidates must possess a driver's licence.

Skills and Abilities:

- Excellent written and verbal communication.
- Telephone counselling skills.
- Ability to work well within a team environment.
- Exceptional organisational and time management skills.
- Intermediate use of Microsoft office 365 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 physical violence and abuse.

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: _____