

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Intake/Administrative Assistant – Beyond Brave</b>
<b>Location:</b>	Loganholme
<b>Employer:</b>	Bravehearts
<b>Terms:</b>	Full-time, June 2022 (fixed-term)
<b>Remuneration:</b>	Social, Community, Home Care and Disability Services Industry Award, Level 3
<b>Responsible to:</b>	Beyond Brave National Manager



**Beyond Brave** is **Bravehearts** national Redress Support Service funded by the Department of Social Services to provide support to survivors of Institutional child sexual abuse seeking information about redress and support through the process of application to the National Redress Scheme.

### PURPOSE OF POSITION:

The Intake/Administrative Assistant is the first point of contact within Beyond Brave and is responsible for managing the reception at our Loganholme office and providing administrative support for the Beyond Brave team.

### REPORTING RELATIONSHIPS:

The Intake/Administrative Assistant reports to the Beyond Brave National Manager.

### PRIMARY DUTIES AND RESPONSIBILITIES:

#### Team Support:

- Provide administrative support to the Beyond Brave team.
- Book accommodation and travel for outreach visits.
- Assist the Beyond Brave National Manager to collate data and compiling regular reports.
- Send client letters as requested by other team members.

#### Intake Support:

- Provide clear and accurate information about services offered by Beyond Brave and the National Redress Scheme ('Redress Scheme') to prospective clients who have experienced historical Institutional Child Sexual Abuse.
- Assess level of risk for callers.
- Record and maintain accurate client records in SRS/Redicase.
- Telephone screen callers for suitability Beyond Brave services 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.
- Monitor and maintain the waitlist for Beyond Brave in collaboration with the Bravehearts Information and Support Line Team 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.

#### Administrative Support:

- Assist the Beyond Brave National Manager with general/PA support as required.

### QUALIFICATIONS, TRAINING AND EXPERIENCE:

#### Essential

- 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.

**Desirable**

- Intermediate use of Microsoft office suite and keyboard skills.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and a National Police Certificate.
- Must possess a driver's license.

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: \_\_\_\_\_