

Position Description

Position Title:	Intake, Assessment & Support Officer
Level:	Social, Community, Home Care and Disability Services Industry Award 2010. Level 3
Location:	Mackay
Employer:	Bravehearts
Reports to:	The Courage Project Practice Manager

Our Vision

A world where people, communities and systems all work together to protect children from sexual abuse.

Our Mission

To provide a coordinated and holistic approach to the prevention and treatment of child sexual abuse.

Our Values

Integrity: We act with integrity, demonstrate accountability, honesty, and at all times, behave ethically.

Respect: We behave and communicate with inclusivity, mindfulness, and professionalism whilst continually embracing diversity.

Energy: We unreservedly apply ourselves using all efforts, power and abilities towards protecting children from child sexual abuse.

Empathy: We acknowledge the bravery of survivors and those that support them. Without fear or favour, we seek to ensure that children have a childhood free from sexual harm.

Bravery: We seek to genuinely understand other people's experiences, culture and perspectives. In turn, we support individuals and communities in a manner that is meaningful to them.

Position Purpose

The Intake, Assessment & Administrative Support Officer is the first point of contact within The Courage Project and provides information about services offered by The Courage Project to prospective clients who have experienced physical harm and/or Child Sexual Abuse.

It is also responsible for providing administrative support for The Courage Project team.

Primary Duties & Responsibilities

The role will have responsibility in the following areas;

- **Intake Support:**
 - Provide clear and accurate information about services offered by The Courage Project.
 - Assess level of risk for children and young people based on the information provided and work with the Practice Manager about the best course of action. This will include completing and reporting psychometric assessments.
 - External stakeholder engagement, including attendance and representation of Bravehearts at Community events.
 - Record and maintain accurate client records in RediCASE.
 - Ensure all clients screened for suitability meet the eligibility requirements set forth by existing contractual obligations.
 - For those contacts who do not meet the eligibility criteria for the program, provide information on alternative more suitable services options.
 - Complete comprehensive intake documentation within 48 hours of receiving a referral.
 - Provide parents with the required assessments for completion prior to their initial appointment.

- Monitor and maintain the waitlist for The Courage Project, offering alternative services to clients who no longer want to remain on the waitlist, including providing brief intervention and interim phone support to clients as required whilst they remain on the waitlist.
 - Complete feedback questionnaire with clients upon completion of their engagement with the program.
- **Administration Support:**
 - Assist The Courage Project Manager with general/PA support as required.
 - Support the team with stationary and other office supplies.
 - Assist the team with travel and accommodation.
 - Complete WHS audits as required.

Personal Specifications

Qualifications/Experience:

- Experience in working with clients and preferably those impacted by trauma
- Experience in, and ability to effectively communication therapeutically with callers, some of whom may present in a heightened emotional state.
- Experience working within brief telephone counselling support environment will be advantageous.
- An understanding of the issues of people impacted by child sexual assault and trauma.
- Qualification in a relevant field.
- Must have or be willing to apply for a Working with Children Check (Blue Card), NDIS Worker Screening and National Police Certificate.
- Candidates must possess a driver's license.
- An understanding of the issues of people impacted by child sexual assault and trauma.
- An understanding of working within a mandatory reporting framework.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and National Police Certificate.

Personal Qualities:

- Respect for privacy and confidentiality.
- Possess personal qualities of integrity, sound judgement, empathy, and respect for individuals.
- The capacity to work enthusiastically within the parameters of the Bravehearts mission, vision and values (Integrity, Respect, Energy, Empathy and Bravery).
- 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.

Skills and Abilities:

- Ability to plan and manage time effectively.
- A sound understanding of the effects of trauma on the individual, family, interpersonal, and societal level.
- Proven ability to work with children and families within a clinical setting.
- Strong communication skills.
- Ability to work well within a team environment.
- Intermediate use of Microsoft office suite 365 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 abuse or interpersonal violence.

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

Signed: _____

Date: _____