

Position Description

Position Title:	Intake/Administration Assistant – Beyond Brave
Level:	Social, Community, Home Care and Disability Services Industry Award 2010 Level: Level 3
Location:	Loganholme, Arundel or Strathpine
Employer:	Bravehearts
Reports to:	Beyond Brave National 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/Administration Assistant is the first point of contact within Beyond Brave and provides 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.

It is also responsible for providing administrative support for the Beyond Brave team nationally.

Primary Duties & Responsibilities

The role will have responsibility in the following areas;

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 Redicase.
- Telephone screen callers for suitability for 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.

Team Support:

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

Administrative Support:

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

All Bravehearts employees are considered mandatory reporters and are required by law to report suspected child abuse and neglect to the relevant authorities.

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 a telephone counselling support environment will be advantageous.
- An understanding of the issues of people impacted by child sexual abuse and trauma.
- An understanding of working within a mandatory reporting framework.
- A Working with Children Check (relevant to the state/territory where the work is conducted) must always be current,
- Completion of a satisfactory National Criminal History check prior to commencement of employment.

Personal Qualities:

- The capacity to work enthusiastically within the parameters of the Bravehearts mission, vision and values (Integrity, Respect, Energy, Empathy and Bravery).
- You will demonstrate high levels of resilience through the ability to effectively manage challenges, remain adaptable under pressure, and maintain a positive outlook in the face of adversity.
- 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 abuse, and primary caregivers.
- Principles of social justice will underpin the appointee's practice.

Skills and Abilities:

- Ability to communicate effectively (written and oral).
- Ability to plan and manage time effectively.
- A sound understanding of the effects of child sexual abuse or trauma on the individual, family, interpersonal, and societal level.
- Intermediate use of Microsoft office suite and keyboard skills.
- Possess a current 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 abuse 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 abuse, 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: _____