

## Position Description

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| <b>Position Title:</b> | Intake & Administration Officer, Beyond Brave                                   |
| <b>Level:</b>          | Social, Community, Home Care and Disability Services Industry Award:<br>Level 3 |
| <b>Location:</b>       | Arundel                                                                         |
| <b>Employer:</b>       | Bravehearts Foundation Limited                                                  |
| <b>Reports to:</b>     | Senior Intake & Administration Coordinator                                      |

### 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 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.

**Bravery:** 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.

### Our Commitment as a Child Safe Organisation

Bravehearts is unwavering in our commitment to the safety and wellbeing of all children and young people accessing our services. We act without hesitation to ensure the legal rights of all children and vulnerable persons are maintained. Bravehearts is dedicated to fostering a culture where every child is valued, respected, and safe from harm.

Bravehearts Statement of Commitment embodies this through application of our pledge to:

|                          |                                                                                                                                                                                                                                                                                              |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Prioritise the Child     | The best interests of children are at the forefront of every decision and action we take.                                                                                                                                                                                                    |
| Cultivate a Safe Culture | We are dedicated to creating and maintaining a child-safe environment characterised by transparency, accountability, and a shared responsibility for protecting children from sexual abuse and exploitation, and abuse and neglect more broadly.                                             |
| Empower Voices           | We actively listen to and amplify the voices of children and young people, ensuring their perspectives shape our policies, programs, and practices.                                                                                                                                          |
| Act with Vigilance       | All Bravehearts personal (National Board, staff, students and volunteers) are mandatory reporters, committed to promptly reporting any concerns about a child's safety to the appropriate authorities, irrespective of age, type of harm or location.                                        |
| Collaborate for Impact   | We operate in a spirit of cooperation and consultation with other relevant agencies in matters concerning child protection. We work in close partnership with families, communities, and other agencies to create a network of support that protects and promotes the wellbeing of children. |

### Position Purpose

The Intake & Administration Officer serves as the primary point of contact for individuals applying to the National Redress Scheme. The role delivers trauma-informed, empathetic, phone support and is responsible for client triage and administrative coordination.

### Primary Duties & Responsibilities

The role will have responsibility in the following areas:

#### Intake, Triage and Client Support:

- Provide clear and accurate information about services offered by Beyond Brave and the National Redress Scheme to prospective clients who have experienced historical institutional child sexual abuse.
- Conduct trauma-informed, empathetic, and culturally responsive needs assessments with callers.
- Appropriately escalate complex, high-risk, or urgent welfare matters.
- Ensure all clients screened for suitability meet the eligibility requirements set forth by existing contractual or departmental obligations.
- Assist applicants to navigate and access Bravehearts to assist them throughout their redress journey.
- Support applicants through the intake process, offering practical assistance, document coordination, and follow-up.
- Ensure all enquiries and documentation is processed according to Bravehearts policies and procedures.
- Coordinate waitlists, incoming and outgoing enquiries, correspondence, and emails efficiently.

#### Information Management and Reporting

- Maintain accurate, secure, and confidential records via Redicase.
- Handle deeply personal and protected information securely to ensure the integrity of the Scheme and reduce the risk of re-traumatisation for survivors.
- Contribute to performance monitoring, data requirements, and continuous quality improvement of intake processes.
- Assist Case Managers with administrative functions to support their role as client nominees.

### Personal Specifications

#### Qualifications/Experience:

- Demonstrated experience in client intake, case coordination, or administrative support within the community services, legal, or health sectors.
- A sound understanding of (or ability to rapidly acquire) the National Redress Scheme for Institutional Child Sexual Abuse Act 2018.
- Demonstrated understanding and application of trauma-informed and person-centered approaches in a client-facing environment.
- Experience in, and ability to effectively communicate therapeutically with callers, some of whom may present in a heightened emotional state.
- Proficiency in using client management systems, databases, and general office applications.
- 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:

- High levels of empathy, emotional intelligence, and non-judgmental communication skills.
- 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 the capacity to manage the risks of vicarious trauma.
- A strong commitment to social justice, holding institutions accountable, and supporting survivors of historical institutional child sexual abuse.

**Skills and Abilities:**

- Ability to plan and manage time effectively.
- Strong organisational skills with the ability to manage competing tasks, handle sensitive information, and meet expected deadlines.
- A sound understanding of the effects of trauma on the individual, family, interpersonal, and societal level.
- Ability to work well within a team environment.
- Intermediate use of Microsoft office suite 365 and keyboard skills.

**Acknowledgement:**

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 and or People and Culture of any new criminal allegations or charges made against me including but not limited to child sexual abuse or interpersonal violence during the course of my employment that would alter the outcome of the original National Police Check.

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 a 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: \_\_\_\_\_