



INTAKE SUPPORT WORKER - COUNSELLOR ADVOCATE POSITION DESCRIPTION

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| Job title | INTAKE SUPPORT WORKER - COUNSELLOR ADVOCATE |
| Salary | Depending on qualifications |
| Location | Mildura |
| Department | Case Management |
| Report to | Manager Programs, Intake Manager |
| Award | Social, Community, Home Care and Disability Services Award 2010 (to be negotiated) |
| Job Summary | You will be responsible to reduce the prevalence and impact of sexual assault and domestic violence in the Mallee through partnerships which raise community awareness and undertake preventative and early intervention strategies and provide specialist and coordinated care valued by survivors of sexual assault and domestic violence, meeting safety needs, and facilitating their empowerment, dignity, and reintegration into communities of choice. Integral to the role is assessing risk, identifying needs of clients, crisis response and referral pathways, this requires collaboration with services to identify risk and threats to safety of victim/survivors for ongoing risk management. The role will include working in various locations |
| Duties & responsibilities | <ul style="list-style-type: none"> • Perform intake and first point of contact duties for clients accessing the service • Assessment of the nature and urgency of a request for service • Making an initial assessment regarding eligibility for services and clients wishes for services • Adhere to strict data collection and file management systems with attention to detail • deliver high quality, inclusive and flexible case management services including client engagement, intake and assessment, case plan, intervention, review, and case closure. • engage with individuals, their families and health/community services to deliver integrated 'evidence based' client-directed and meaningful service to all clients. • participate and deliver effective work processes to ensure the delivery of program throughput, outputs, and KPI's. • Utilise principals of recovery orientated practice, support and assist clients to develop skills. • Provide guidance and encouragement to clients to achieve agreed to goals as detailed in their action plan. • Encourage positive relationships and support networks through role modelling. • Educate, encourage, and support clients to engage with internal and external support services. • Support clients to identify short and long-term goals through effective case planning. • Establish and maintain collaborative and supportive relationships with clients, service providers, other team members and the local community through demonstrating respect, empathy, and the willingness to understand differences in culture and customs. • Experience working successfully with clients from low-socio economic and disadvantaged groups as well as clients with a history of offending and re-offending. • Flexible working arrangements on call and recall |



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| <p>Skills & experience</p> | <ul style="list-style-type: none"> • excellent written and verbal communication skills. • high level interpersonal skills, and ability to connect with people and build trusting therapeutic relationships. • a high degree of flexibility with a positive outlook • an ability to thrive in an innovative working environment and work with ambiguity. • ability to demonstrate a high level of initiative and contribute meaningful ideas to a new service. • ability to embrace complexity and can think strategically. • Ability to work as part of a team and autonomously. • demonstrate experience delivering goal-orientated case management to young people and their families/carers, specifically targeting clients with high vulnerability and mental health issues. • demonstrate experience connecting with other services including schools, recreational and leisure facilities, and support within the home or young person's living arrangements. • have experience working in collaboration with other services to ensure integrated care for the young person. • have knowledge and understanding of the Mallee community health sector. |
| <p>Desirable criteria</p> | <ul style="list-style-type: none"> • Bachelor of Social Services or equivalent • Demonstrates and understanding of legislation. • Working With Children's Check NSW & VIC • National Police Check • Mandatory COVID certificate or letter of exemption |