

Support Services Worker

Job Description

Position title	Support Services Worker
Location	Brisbane, Melbourne or Sydney
Reporting to	Manager, Support Services
Position type	Multiple positions. Ongoing (subject to funding), full time or part time (minimum 0.6)
Updated	January 2019

Role

This role delivers frontline trauma-informed, person-centered and culturally safe services to clients working within the knowmore multidisciplinary model. The key function of this role is to support clients in a trauma-informed way that minimises impacts of the legal process and helps them to understand the information, advice and options provided to them and in turn provide instructions to their lawyers.

Works at a local multidisciplinary office level, and is also part of knowmore's national Support Services Team.

Duties and responsibilities

- Providing crisis and short-term counselling and support for clients of knowmore through telephone and face to face services, responding to a high level of client requests in a timely and effective manner
- Supporting clients within knowmore's multidisciplinary teams and service delivery model, including working alongside lawyers, intake staff, Aboriginal and Torres Strait Islander Engagement Advisors and administration staff
- Providing information and supported referral assistance to clients to access other services that can assist them
- Providing discipline-specific case consultation and support to co-workers within and external to knowmore for the purposes of supporting the well-being of clients and minimising the impacts of engagement with the service
- Delivering outreach services where required which may include home visits and legal advice clinics. Outreach may involve intra and interstate travel and involves travelling with members of the multidisciplinary team, including at times to remote and regional communities
- Delivering presentations including community education sessions about knowmore, information about the knowmore model and others as required
- Representing knowmore at key external meetings and interagency and service coordination forums
- Providing informal debriefing and support to co-workers as required to enhance awareness of wellbeing within a trauma-informed organisational framework (this does not mean counselling, rather one-off or situational support to colleagues within the multidisciplinary model)
- Co-working with colleagues in the local office, the Support Services Team and across other offices and teams of the organisation to contribute positively and collegially, recognising that knowmore is a national, multidisciplinary service
- Contributing to the development of practice knowledge and service responses including policy and procedure and best practice responses to working with the client group
- Working within the management structure of knowmore including working effectively with the Manager of Support Services, and the regional Office Manager
- Accurately recording client, activity and administrative information according to organisational and discipline requirements and standards

- Contributing to knowmore's law and policy reform work, including written submissions
- Contributing to and participating in all internal meetings including office meetings, discipline- specific team meetings, knowmore all-of-staff meetings and others as identified
- Ensuring work practices are ethical and comply with organisational and professional requirements
- Monitoring own self-care and engage with knowmore in supporting and enhancing wellbeing and resilience
- Engaging in regular supervision (both internal and external to knowmore) as directed
- Actively participating in team/group supervision and other forums where multidisciplinary practice reflection occur
- Undertake other duties and projects as directed

Organisational Obligations

- Demonstrate an active and dedicated commitment to knowmore's Mission, Vision and Values.
- Comply with knowmore's Policies and Procedures.
- Observe all legal and legislative requirements.
- Ensure a high level of confidentiality and integrity.
- Assist in the development of, and participate in knowmore's initiatives, projects and events.
- Cultivate productive and collaborative working relationships and outcomes through open and inclusive planning, continuous improvement and transparent work practices.
- Liaise with others in a professional, respectful and constructive manner.
- Take reasonable care to protect their health and safety and the health and safety of others.
- Commitment to working within knowmore's practice framework (trauma-informed culturally safe, person-centred).
- To engage in professional supervision and other reflective practice opportunities as required.

Selection Criteria

- Tertiary qualification in Social Work, Psychology or Counselling including current membership with a relevant professional body
- Five years or more relevant work experience, with a demonstrated commitment to the excellence in counselling service provision
- A well-developed understanding of institutional child sexual abuse, its impacts and current best practice approaches to working effectively with survivors
- Experience in working in trauma-informed, multidisciplinary services and teams
- An understanding of the issues affecting Aboriginal and Torres Strait islander peoples and ideally experience in providing culturally safe services to Aboriginal and Torres Strait Islander clients.
- Highly developed teamwork and stakeholder engagement skills including building successful referral relationships with other services
- Experience in and willingness to work at a variety of off-site locations including other services, correctional centres, client home visits and other service outreach
- A high level of commitment to self-care, reflective practice and supervision
- A willingness to travel

The successful candidate will be required to satisfactorily complete a National Police Records Check and a Working with Children Check.



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The role may involve intrastate and interstate travel to deliver services to clients on an outreach basis, and to undertake community engagement activities. Accordingly a current driver's licence is desirable.

