Position Description

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| Title: | Redress Coordinator |
| Position Number: | 20838 |
| Agreement Coverage: | RASA Enterprise Agreement 2019 |
| Classification Level: | Grade 5 |
| Team: | Redress Support Service |
| Reports To: | Manager Trauma Services |
| Location(s): | Adelaide |
| Position Profile: | Profile B |

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| Primary Objective |

The coordinator is responsible for the delivery of the Redress Support Service (RSS) and the team’s provision of timely and seamless access to trauma-informed and culturally appropriate services that support people who experienced institutional childhood sexual abuse to engage in the National Redress Scheme.

The coordinator provides appropriate direct support to people considering and applying to the National Redress Scheme, including service provision to clients incarcerated in prison and in indigenous communities. The coordinator assists the Manager Trauma Services in providing leadership and collaborative interagency responses that ensure clients receive timely support.

This position provides supervision, support, and practice advice to a team of Caseworkers within the program and works collaboratively with other Elm Place and RASA services. The role also includes stakeholder engagement with external organisations and multiple government departments to provide integrated and coordinated support across the sector.

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| Position Responsibilities |

* Support the Manager Trauma Services in ensuring the program delivers high quality, effective case management support to clients.
* Provide organisational and practice supervision to Caseworkers around their day-to-day practice and requirements, reporting, serious client matters, case reviews and time-management.
* Coordinate and provide referral, allocation, advocacy, counselling, and collaborative case management. Support the Trauma Triage Intake team with Redress intakes.
* Be responsible for allocation of new clients to caseworkers and efficient management of the client allocation list including managing the tasks allocation system for Redress staff, to best support client’s post application submission to address the waitlist.
* Support people currently incarcerated in South Australian Justice Facilities and work closely with the prison social workers and Case Managers to best support the high demand from prison.
* Coordinate the approach and support provided to indigenous communities to access and complete Redress applications and the subsequent impacts experienced in their community.
* Support Manager Trauma Services with contributing to reporting requirements with Department of Social Services providing data, systemic themes, client issues and updates.
* Lead collaborative responses to complex client matters, ensuring client safety, through evidence-based practices including, universal holistic screening and risk assessment utilising the Detection of Overall Risk Screen (DOORS) tool and Restorative Practice approaches to achieve client outcomes.
* Support the Manager Trauma Services with recruitment for new staff following the HR procedures and onboarding as soon as practicable to avoid gaps in service delivery.
* Work with the Manager Trauma Services by contributing to service delivery improvements and frameworks to assess client risk and needs, formulate case plans and review interventions using agreed documentation to monitor individual client objectives.
* Support Manager with legislation review and submissions to Government for the improvement of legislation regarding National Redress Scheme.
* Provide senior clinical support to Caseworkers, assist with developing their skills and knowledge in facilitating access to services and promoting a safe and respectful space for all clients and staff.
* Assist in the provision of efficient and accountable services and contribute to quantitative and qualitative reporting and evaluation of program quality, materials, and delivery standards through timely and accurate use of the Penelope client information system to record all case work activity.
* Develop and maintain strategic interagency collaboration, networks, and partnerships.
* Contribute to the development and delivery of training in trauma informed practice and complex case management in relation to institutional/Out of Home Care and childhood trauma.
* Lead the coordination of monthly regional outreach support in conjunction with the Redress Project Officer, across South Australia to areas of demand and need.
* Be responsible in collaboration with others for taking a position of leadership in the development of culturally relevant and accessible services at RASA and for bringing considerations of ‘cultural fitness’ and cultural safety to training, supervision, and practice.
* Maintain management systems to support the delivery of Redress Support Service including rosters, workloads, timesheets and other IT, financial and HR systems.

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| Qualifications and Experience |

Essential

* Tertiary qualification (AQF Level 7) in Social Work, Psychology or related discipline or demonstrated knowledge and competencies appropriate to the work.
* Extensive experience working with complex client matters.
* Experience in trauma informed practice.
* Experience working with Aboriginal and Torres Strait Islander communities.
* Experience working within the community services industry.
* Experience working with clients who have experienced Out-of-Home-Care.
* Experience in leadership and understanding of service provision.

Desirable

* Experience in community engagement.
* Experience working with individuals, couples, or families in a therapeutic context.
* Experience in delivering clinical supervision.

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| Skills, Knowledge and Abilities |

* A sophisticated understanding of the range of adverse childhood experiences related to Family and Domestic Violence, child abuse and neglect, institutional or Out of Home Care, and associated trauma impacts that reflect cultural and intergenerational contexts.
* Sound knowledge and skills in Restorative Practice.
* Ability to operate with initiative and leadership and work under minimal direction to set goals and to work to deadlines.
* Demonstrated ability to work collaboratively with stakeholders in providing holistic and integrated casework and case management interventions that are effective and responsive.
* Demonstrated ability to apply evidence-informed practice to monitor, evaluate and develop own and others clinical work.
* Demonstrated ability to work and communicate effectively with a wide range of people from different cultural backgrounds and to respond sensitively and appropriately to people in a variety of situations.
* Demonstrated ability to write clear and concise reports, case notes, grant applications and letters of support.
* Demonstrated ability to work as a member of a team, foster confidence and co-operation of others.
* Demonstrated ability to work well independently and under pressure without sacrificing professional standards.
* Demonstrated ability to recognise and handle conflict productively through successful negotiation.
* Demonstrated commitment to social justice and a culturally responsible organisation.
* Demonstrated flexibility and creativity in problem solving and program innovation.
* Records, reports, and documentation related to client interactions, progress, and outcomes.

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| Requirements |

* Current valid driver's license.
* Own vehicle for use during working hours.
* A satisfactory DHS Working With Children check.
* A satisfactory National Criminal History Check.
* Ability to adapt and perform duties as required by changing program needs.

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| Work Health and Safety |

* Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
* Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

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| Direct Reports |

* Case worker (20411) x4
* Project Officer (20568) x1

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| How We Work |

We work within the framework of RASA’s values which are Diversity, Respect, Belonging and Learning.

Curiosity and creativity  
We are open to enquiry and discovery; we are committed to learning individually, as a team, as an organisation and as a community. We use obstacles to drive innovation.

Do our bit well

We are realistic, practical, simple but not simplistic. We recognise that it is clients who change their lives; we, at best, inspire, enable and support change. We build partnerships with other services, and we recognise our limits.

Walk together in harmony

We listen respectfully to different perspectives, and we are open to influence. The spirit of walking in harmony is about generosity, humility and respect for the differences we each bring to our partnerships. We acknowledge what we have learned from Uncle Lewis Yerloburka O’Brien and other Aboriginal and Torres Strait Islander people and seek to continue learning about the cultural responsibility from Aboriginal and Torres Strait Islander peoples.

Using restorative practice, we work **with** each other – using high support and high challenge to sustain team culture and grow our work.

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| Acknowledgement |

I have read, understood and accept the position as documented in this position description.

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| Employee Name: |  |
| Signature: |  |
| Date: |  |