

# Redress Support Worker

Lotus Support Services



## Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

### Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

## What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

### Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

## Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

### Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

# Position Overview

**Position Title**

Redress Support Worker

**Team**

Lotus Support Services

**Reports to**

Cluster Lead

**Line Manages**

N/A

**Classification/Award**

Level 5, SCHADS 2010

**Talkin**

Cluster Lead

**Based at**

Stones Corner

**Backup when absent?**

Team Leader

## Lotus Support Services

Lotus Support Services role is to advocate for and support adults who experienced childhood abuse, including child sexual abuse in institutional settings. Lotus provides support in living with the lifelong

impacts of trauma from childhood abuse and seeking justice via applications for the National Redress Scheme and engagement with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with a Disability.

The National Redress Scheme provides support to people who were sexually abused as children while in the care of both government and non-government out-of-home care institutions and was created in response to the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. The Scheme offers three components of redress:

- Access to counselling and psychological care.
- Acknowledgement and recognition for people who want it, through a direct personal response from the institution responsible for the abuse; and
- A monetary payment

# Position Description

## As a Redress Support Worker, you will...

work as part of Lotus Support Services team to provide flexible, timely and transparent practical assistance and emotional support to people engaging with the Scheme.

### Stakeholder Engagement

This position as part of a team engages with the following organisations:

- National Redress Scheme
- Department of Social Services
- Other Redress Support Services
- QLD Government
- Private counselling practitioners
- Other community support services

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Inclusive Health Partnerships
- Homelessness to Home
- Domestic and Family Violence
- Supportive Housing
- Social Enterprise and Community Connections

### Key Responsibilities

#### Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Provide trauma informed and responsive services to people who experienced childhood sexual abuse in institutional settings. This may include but is not limited to:
  - Providing clear, accurate and accessible information, assistance to complete application forms, including filling out the form and organising supporting documents as needed,
  - Support, including outreach, to cohorts or agreed locations to access the Scheme,
  - Warm referrals to legal and financial counselling, and other appropriate community services,
  - Individual or group counselling and social worker support throughout the Redress process, in face-to-face, telephone, video and online settings,
  - Acting as a nominee where appropriate and agreed,
  - Support participants who have accepted an offer of Redress to transition to ongoing counselling and psychological care, as appropriate,

- Access support, social and health services.
- Ensure effective communication with people who have experienced child sexual abuse in an institutional setting across the state, taking into account those who live in rural and remote areas.
- Ensure service delivery frameworks take into account an understanding and recognition of the cumulative impact of the legacy of years of living with the consequences of childhood sexual abuse.
- Foster collaboration and partnerships to achieve a more holistic response and better coordination within the service system.
- Collaborate with Redress Support Services and other community services to ensure participants receive timely support
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Team Leaders/Cluster Leads to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

### Collaborative practice

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

### Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

## Criteria and Conditions

<b>Criminal History Screening</b>	<input checked="" type="checkbox"/>	National Police Certificate	<input type="checkbox"/>	Blue Card
	<input type="checkbox"/>	Yellow Card	<input checked="" type="checkbox"/>	APHRA Registration
<b>Driver's License</b>	<input checked="" type="checkbox"/>	Essential	<input type="checkbox"/>	Desirable
<b>Travel</b>	<input checked="" type="checkbox"/>	Essential	<input type="checkbox"/>	Desirable
<b>Assets Provided</b>	<input checked="" type="checkbox"/>	Work Computer	<input checked="" type="checkbox"/>	Work Phone
	<input checked="" type="checkbox"/>	Pool Vehicle	<input type="checkbox"/>	Packaged Vehicle

## Essential

- Demonstrated engagement and interpersonal skills, through taking a non-judgmental approach when working with a diversity of people particularly those in crisis situations and who are homeless or at risk of homelessness.
- Demonstrated ability to use effective communication skills both verbal and written - an ability to advocate with both community and government services, document information accurately and in a timely manner.
- Demonstrated knowledge or the capacity to acquire knowledge of a solution focused and problem-solving approach to crisis, planned support and advocacy.
- Demonstrated understanding of gender and equality in the workplace and vulnerable and marginalised populations.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

## Desirable

- Human Services qualification
- Experience working with victims of institutional child abuse
- Understanding of complex trauma

## General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

# Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

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