



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.

Position Overview

Position Title

Redress Support Worker

Team

Lotus Support Services

Reports to

Cluster Leader

Line Manages

N/A

Employment Status

Full-Time

Hours of Work (per week)

38

Classification/Award

5

Talkin

SEQ Coordinator

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.

Interactions and Relationships

External

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

Internal

- Leadership Team
- Lotus Support Services Team
- Organisational Services
- Other Micah Projects Teams

Partnerships

- N/A

Key Responsibilities

- 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 Redress application forms, including filling out the application 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
- Promote quality and safety across all areas of work such as phone, outreach and centre based, ensuring compliance with legislation and the organisation’s quality management system.
- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.

- Commitment to child and vulnerable adult safeguarding.
- Perform other duties as assigned by Supervisors.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

Key Challenges

Key Challenges of the role includes....

- While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.
- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Managing a workload with deadlines and competing commitments and priorities which require negotiating and re-prioritising own work.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.

Criteria and Conditions

Criminal History Screening

National Police Certificate
Yellow Card

Blue Card
APHRA Registration

Driver's License

Essential

Desirable

Travel

Essential

Desirable

Assets Provided

Work Computer
Pool Vehicle

Work Phone
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.
- Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.

- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

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 _____

Document History

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