

Lotus Support Services – National Redress Scheme



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.

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*.

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.

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.

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.

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 inappropriate 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

S24 Project Worker

Team

Lotus Support Services - Redress

Reports to

Team Leader

Line Manages

N/A

Classification/Award

SCHADS Level 5

Talkin

Team Leader

Based at

Lotus Place - Stones Corner

Backup when absent?

Team leader

Lotus Place

Lotus Support Services advocates for and supports 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 the S24 Project Worker you will...

play a key role in supporting people engaging with the National Redress Scheme. You will provide trauma-informed counselling, advocacy, and pathways navigation to assist participants in addressing the lifelong impacts of childhood institutional abuse, including sexual abuse. The role focuses on supporting applicants to the National Redress Scheme who have received an s24 letter and/or request for additional information. The role will be responsible for ensuring contact with s24 applicants within 5 business days of referral. The role will also provide administrative support to the broader Lotus Support Services team.

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 nationally and across Queensland
- Queensland Government agencies
- Private counselling practitioners
- Community health, housing, and 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 Services
- Supportive Housing
- Social Enterprise and Community Connections

Key Responsibilities

Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Deliver trauma-informed, participant-centred support (face-to-face, telephone, video, and online).
- Ensure the engagement of applicants within five business days of receipt of referral.
- Ensure that 90% of applicant responses to s24 RFIs do not require further request for information.
- No more than 5% of complaints from applicants referred under this activity result in an outcome of fully or partially substantiated
- Provide brief intervention support to help participants prepare emotionally and practically for providing additional information to The Scheme.

- Provide administrative assistance to the Lotus Support Services team including intake and reporting requirements
- Ensure continuity of care and access to services during and after engagement with the Scheme.
- Advocate with government and non-government agencies to secure access to supports.
- Promote awareness of the impacts of institutional child sexual abuse and support a coordinated service response.
- Work collaboratively with Redress Support Services, the Department of Social Services, counselling practitioners, and community providers.
- Contribute to building resilience and capacity within participants' formal and informal support networks.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Data Management

- Complete administration and data collection for reporting and updating the participant management systems.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

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.

Criteria and Conditions

Criminal History Screening

- ☒ National Police Certificate
 ☐ Blue Card
☐ Yellow Card
 ☐ APHRA Registration

Driver's License

- ☒ Essential
 ☐ Desirable

Travel

- ☒ Essential
 ☐ Desirable

Assets Provided

- | | |
|---|--|
| <input checked="" type="checkbox"/> Work Computer | <input checked="" type="checkbox"/> Work Phone |
| <input checked="" type="checkbox"/> Pool Vehicle | <input type="checkbox"/> Packaged Vehicle |

Essential

- Relevant Human Services certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- The ability to articulate a framework for practice in working with people who have experienced abuse.
- An understanding of the lifetime impacts of childhood sexual abuse in institutional settings, including out-of-home care.
- The ability to advocate with systems on behalf of vulnerable members of the community to access appropriate support.
- 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 – including the ability to advocate with community and government services, and to 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

- Experience and/or understanding of The National Redress Scheme
- An understanding of the Royal Commission into Institutional responses to Child Sexual Abuse
- Current First Aid Certificate

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** _____