

# Intake/Brief Intervention Counsellor Position Description



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<b>Job Description:</b>	Intake Counsellor / Brief Intervention Counsellor
<b>Position reports to:</b>	Senior Practitioner (Intake, Allocation, After Hours, Arch)
<b>Hours per fortnight:</b>	Minimum 0.6 FTE to full-time (depending on candidate)
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010
<b>Salary:</b>	SCHADS Level 6.1
<b>Location:</b>	Rotational roster between SASS' office and the Arch centre (both located in Hobart CBD)

## About SASS

The Sexual Assault Support Service (SASS) is a not-for-profit organisation committed to creating a healthy, safe Tasmania free from sexual violence.

SASS services include specialised therapeutic support for survivors of sexual violence and their supporters, as well as primary prevention education and training for organisations, institutions, and communities. Together, we are building a future where respect and safety are at the centre of every Tasmanian community.

SASS is funded by the Tasmanian Department of Premier and Cabinet (DPAC), the Tasmanian Department of Education, Children and Young People (DECYP) and the Australian Department of Social Services (DSS).

SASS is a values-based organisation, and these values listed below underpin the way we work:

- client-focus
- sincerity
- collaboration
- professionalism

As an employee of SASS, we will expect you and all staff to be committed to:

- Safeguarding children and young people. You will be required to adhere to the standards set out in our Safeguarding Children and Young People Policy with respect to keeping children and young people safe from any form of abuse.
- Maintaining a safe and healthy work environment by working safely and adhering to all relevant policies and procedures.
- Actively engaging with regular internal and/or external supervision and professional development.

- Demonstrating professional workplace behaviours at all times in accordance with SASS's Code of Conduct and consistently adhering to organisational policies, procedures, standards and practices.

## About the role

The Intake/Brief Intervention Counsellor is responsible for:

- Providing information about SASS processes and services, screening client eligibility to access SASS services (including providing information to ineligible clients about other appropriate services they might access), processing referrals and undertaking triage.
- Providing high-quality, trauma informed intake service to clients. Explore options with clients and work with clients to understand their needs and expectations from SASS and Arch services.
- Conducting case planning, case coordination and, where relevant, providing warm referrals into the client's chosen support pathway.
- Coordinating and attending forensic medical examinations at the Royal Hobart Hospital and coordinating and supporting clients with police statements at the Arch centre.
- Responding to clients in crisis by assessing their immediate needs, providing crisis intervention sessions and connecting them to appropriate resources if necessary.
- Providing brief intervention sessions focusing on evidence-based single session frameworks to meet immediate needs of clients
- Participating in a roster as part of the crisis and phone counselling service for victims of sexual assault during office hours (9am-5pm weekdays).
- Co-ordinating cross-agency responses to the needs of victims of sexual assault including advocacy and crisis support. Working collaboratively with the intake coordinator, other staff members and service providers at SASS and the Arch centre to coordinate services and ensure that clients receive seamless and comprehensive support.
- Liaising with child protection agencies regarding children at risk of sexual abuse.
- Ensuring that all client inquiries and requests are responded to within a reasonable time frame and that clients are informed of the expected waiting times for services.
- Providing effective client hand-over to other SASS employees and Senior Practitioners.
- Attending team meetings, case debrief, clinical supervision and participate in professional development activities.
- Maintaining accurate, clear, timely documentation regarding client related activities that comply with relevant legal and ethical standings, including data protection regulations and privacy policies.
- Conduct all interactions with clients, colleagues, and partners in a professional and courteous manner, adhering to the code of conduct and ethical standards.
- Participate in the evaluation of SASS and Arch services, including collecting feedback from clients where appropriate or required, identifying areas for improvement, and contributing to the development of strategies to enhance service delivery.
- Other duties / projects in line with SASS and Arch services as directed by CEO or delegate.

## LEVEL OF RESPONSIBILITY

The Intake role will:

- Work under the direction of the Senior Practitioner (Intake, Allocations, Crisis response, After Hours, Arch).
- Work as a collaborative member of the Clinical Services Team.
- Work in collaboration with all employees at SASS/Arch (including those from other agencies).
- Exercise initiative and sound judgement in setting priorities, planning and managing their workload, and exercise discretion and professionalism when supporting clients.
- Adhere to all SASS policies and procedures, including the Code of Conduct.
- Exercise initiative and sound judgement within a framework of relevant legislation and ethical considerations where procedures are not clearly defined.
- Raise issues or concerns with the Senior Practitioner or General Manager of Counselling as soon as practicable.

## QUALIFICATIONS, TRAINING AND EXPERIENCE

### Essential

- Minimum of two years professional experience working in crisis response and/or sexual assault and understanding of associated issues
- Degree in counselling, social work or psychology
- A sound understanding of relevant mandated reporting and risk response legislation
- A sound understanding of an ethical practice framework
- Relevant human services experience
- A National Police Check and Working with Vulnerable People Check
- Computer literacy
- An understanding of and commitment to the practice of self-care

### Desirable

- Eligibility for membership of the relevant professional association (APS or AASW or PACFA)
- Training/experience in working with children and adolescents; Aboriginal people; people with disabilities; members of CALD communities; and/or male clients

### Other requirements

- Comply with the code of conduct, principles and standards values set out in the Operating Protocol
- Comply with Arch policies and procedures that exist or may be developed
- Maintain a current working with vulnerable people clearance and advise immediately of anything that may impact this clearance; and
- Provide consent for a criminal history check by DPFEM and advise immediately of anything that may alter this record, including any offences or charges.

## SELECTION CRITERIA

The following knowledge, skills, and experience are required for the position of Intake Counsellor:

1. Knowledge and understanding of issues relating to sexual assault and how they may impact on victim's lives and community attitudes about sexual assault.
2. Knowledge and experience of relevant assessment, case management and counselling approaches including responses to trauma and experience in crisis, brief intervention or general counselling work.
3. Experience in supporting clients through advocacy and enabling roles and by facilitating their access to and engagement with appropriate services.
4. Capacity and willingness to work effectively within a multi-disciplinary team and to be flexible and adaptable in order to meet the organisation's needs.
5. Ability to work autonomously and exercise initiative and integrity in their relationships with clients and in their professional role with SASS.
6. Knowledge and understanding of frameworks of ethical practice; confidentiality; the requirements of mandatory reporting; and relevant statutes and laws.
7. Well-developed written and verbal communication skills.
8. Knowledge of the importance of self-care and how this applies in practice to each individual. An understanding of their own role, responsibility and individual needs to maintain their own wellbeing.
9. Demonstrated ability to apply computing concepts in programs including Microsoft Office, (incorporating Word) and Outlook (for use of email), the internet and other computer software.
10. Demonstrated time management and priority setting skills along with the capacity to achieve outcomes in an environment where there are multiple demands and complex tasks and to participate collaboratively in planning and coordinating activities across the workplace.