



Rosie's Place Recruitment Package

Applicant Information

Redress Support Services Intake & Casework Coordinator

12 months, full-time or part-time position.

Pay SCHADS Award (35 hours)

Level 5 Paypoint depending on experience.

Rosie's Place Core Purpose

The fundamental human rights of children and young people to dignity, safety and protection



Counselling and support service for children, young people and families who have been impacted by violence.

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OVERVIEW OF THE RECRUITMENT PROCESS

Dear Applicant,

Thank you for your interest in the temporary full-time or part-time Redress Support Services Intake/Casework Coordinator position. The contract is for 12 months, position may be extended dependant on funding.

This package contains the information you require to apply for the position, including:

- Overview of the organisation
- Selection criteria and additional questions
- Job description
- Contact details

Overview of the Recruitment Process

Short listing of applicants for interview and notification is normally completed within a two-week period of the closing date for applications.

Unsuccessful applications will be notified within three weeks of the closing date for applications.

You may be invited to initially participate in a brief telephone interview to discuss your application further and your suitability for the role.

It is standard practice to interview with a Selection Panel. This Panel is responsible for assessing applicants for the position based on the Selection Criteria. Selection panels are usually comprised of 2 or more members of the Rosie's Place Collective.

OVERVIEW OF THE ORGANISATION

Rosie's Place is a community based counselling and support service for children, young people and families impacted by violence and abuse. More specifically, both sexual assault and domestic and family violence are the most common forms of violence clients attending our service are subjected to.

Rosie's Place also recognises that children, young people and families deal with complex trauma resulting from both past and current experiences, increasing their vulnerability to not only ongoing safety but also well-being.

This service is located in the outer western suburbs of Sydney and primarily targets the Blacktown LGA, in particular the suburbs of Mt Druitt and surrounds. However many requests for a service outside the immediate area are also accepted, prioritising always the children and families in our community.

PRACTICE STATEMENT

Children and young people have a right to live in an environment that is free from violence and abuse and a right to access all supports available within their community.

Rosie's Place is committed to working to support children, young people and families to address the impacts of such violence, and advocate for their ongoing safety and protection.

Through collaborative work with the community we seek to improve the supports and relationships that are fundamental to all aspects of empowerment, personal efficacy and the promotion of well being.

PRINCIPLES OF PRACTICE

Rights: Sexual assault and domestic and family violence are a fundamental violation of basic human rights, including the right to live in dignity and freedom from fear and harm.

Justice: Sexual assault and some forms of domestic and family violence are criminal actions which warrant a criminal justice system response.

Responsibility: Responsibility for violence rests for the perpetrator but the prevention of violence is the responsibility of the community as a whole.

Safety: The safety of children and young people who experience such violence remains paramount.

Empowerment: A service response must use principles of empowerment, building on client strengths and enhancing self determination.

Access & equity: Subjection to violence crosses all classes, races, religions, ages, abilities and sexual preference. All victims must be entitled to access services which are provided in a fair and equitable manner.

STANDARDS OF PRACTICE

Rosie's Place is committed maintaining the highest standards of its own practice through:

- Clearing articulating and protecting clients rights and responsibilities
- Constantly striving for excellence and innovation
- Ongoing professional development and learning for all staff
- Consider and question the services we deliver (Is this in the best interests of clients? Can we do better?)
- Thinking outside the square and outside of social and personal assumptions
- Actively reflecting on what we do, why we do it, how we do it, and the outcomes for clients
- Conducting transparent and respectful professional relationships that seeks and welcomes feedback on the work we do to stay mindful of what is in the best interests of clients and to achieve the best outcomes for clients
- Embracing change and challenges
- Monitoring, review and re-inventing our work structures and practices for the best interests of clients via formal and informal evaluation and planning
- Identifying current gaps and barriers to access in service delivery (at Rosie's Place and in the broader service system) and advocating for change to address current and emerging needs.

COLLECTIVE MANAGEMENT

The link between feminist principles and violence against women and children is historically bound, as is the principle of collective management structures. This stays as a philosophical commitment to non-hierarchical management structure which emphasises the power of collective bargaining. Group decision making, open debate, sharing information and valuing the contributions of all members are the aims of this structure.

To this end Rosie's Place continues to be managed by a Collective, comprising representatives from organisations across the sector who have devoted hours of support to the ongoing running of the service.

OVERVIEW OF SERVICE DELIVERY

Rosie's Place was initially established in 1986 as a community based sexual assault service for children, young people, and their family members, funded by the then Department of Community Services under Community Services Grants programs. It has received ongoing funding since that time and is currently funded by Early Intervention Placement Prevention (EIPP) through the Department of Communities and Justice.

The history of Rosie's Place is linked to the overall development of therapeutic services in New South Wales purposely established to respond to the rights and needs of clients who have been subjected to sexual and/or domestic and family violence.

Since 2009 Rosie's Place has also responded to the needs of families impacted by domestic and family violence, not only for those clients who have been subjected to sexual assault but also when domestic violence is the key experience of violence in their lives. Rosie's Place also recognises that children, young people and families deal with cumulative harm resulting from both past and current experiences, increasing the threat to not only their ongoing safety but also their social and emotional wellbeing.

The service is well regarded in the field for the level of expertise held within the organisation, being regularly consulted in regard to many practice and related policy issues for government departments including Family & Community Services, Health, Education and the Out of Home Care sector.

Rosie's Place is the only non-government and community based specialist therapeutic service for children, young people and families in Outer Western Sydney, specifically responding to victims of interpersonal violence and abuse.

The service is at all times mindful of the many ongoing needs of our community and families who struggle with the ongoing impacts of trauma in the context of the many stressors associated with social disadvantage and marginalisation.

Key to our service delivery is therefore the recognition that the ongoing disadvantages experienced by 90% of our client group (i.e. poverty, high unemployment, low education, housing issues, high incidents of domestic violence, high number of single parent families, poor quality health care) creates layers of intersectional experiences of oppression and marginalisation.

Practice therefore also adheres to a strong advocacy model, recognising that families under such stress are then further burdened with experiences of violence, require ongoing support to navigate the different system responses they will experience, including child protection, police, legal as well as housing, financial, medical and therapeutic support.

In spite of these challenges, we acknowledge that our community is rich in diversity, strength of character and a striving for families to make a difference to their lives.

In recognition of the absolute privilege our service holds in supporting the members of our community we work to ensure that we provide a place where families feel they can be safe, be listened to, be acknowledged, be treated with respect and sensitivity and feel connected.

In being mindful of our obligation to serve the diverse and numerous needs of our community Rosie's Place has also developed a strong alliance with other services and practitioners in the field, sharing resources and information, attending interagency meetings and forming partnerships to undertake different projects.

SERVICE DELIVERY CORE OUTCOMES

Goals (what difference do we aim to make?)

- Increase safety – to live in dignity and freedom from fear and harm.
- Increase resilience – build on strengths, capacity for informed choice and self determination.
- Increase connection – to self, significant others and community.
- Decrease impacts of trauma – isolation, guilt, self-blame and fear.

Accountability (who are we accountable to?)

- Children, young people and parents who use our service.
- Children, young people and parents/carers who are in need of the services we provide.
- People we employ to deliver our services.
- The community within which we work.
- Funding bodies, investors and sponsors who fund our work.

Quality Assurance (what will we do to continually improve?)

- Promote quality outcomes for clients.
- Guide evidence-based programs and service delivery.
- Develop, maintain and report on Results Based Accountability performance measures (how much we do, how well we do it, and who is better off)
- Monitor outcomes in consultation with consumers.
- Commit to quality improvement.
- Maintain consistent high quality across all areas of service.
- Operate as a Learning Organisation, welcoming opportunity to grown, learn and change.
- Contribute to and draw from evolving research and sector understanding of interpersonal violence and abuse.

In seeking to achieve such outcomes Rosie's Place can provide the following services:

- Advocacy and support
- Assessment and case planning
- Client focused case work
- Individual and family counselling
- Information and referral assistance
- Outreach and home visiting
- Group work including support groups and skill based groups
- Court preparation and support
- Resource development, community education and training

REDRESS SUPPORT SERVICES

Background

The Redress Scheme was established in response to the Royal Commission into Institutional Responses to Child Sexual Abuse, acknowledging the widespread abuse of children in Australian institutions.

The Scheme is available to people:

- Who experienced sexual abuse as a child;
- Whose abuse occurred before 1 July 2018 (prior to the Scheme's commencement);
- Who were abused in an institutional setting.

Redress Support Services Provide:

- Emotional Support: Including counselling, case management, and advocacy to ensure a safe and supportive environment for engaging with the Scheme.
- Practical Support: Including clear information about the Scheme, assistance with completing the application, accessing records and research about the institutions and support in accessing relevant services (e.g., legal and financial counselling, community support).

Redress Support Services play a critical role in:

- Educating people about the Scheme;
- Helping them navigate the application process;
- Supporting informed decisions around accepting offers of redress.

Rosie's Place RSS Objectives

Rosie's Place secured funding to establish a Redress Support Service (RSS) with the following project objectives:

- Uphold Children's Rights: Inform children and young people eligible for the Redress Scheme about their rights and available supports.
- Prioritise Marginalised Populations: Including Aboriginal children and young people, those with disabilities, and others marginalised by poverty, geography, culture, or disconnection from services.
- Follow a Public Health Practice Model, supporting:
 - Primary Target Group: Children and young people (ages 10–18) who experienced sexual abuse before July 2018 and reside in NSW.
 - Secondary Target Group: Family members or significant adults nominated by the young person.
 - Tertiary Target Group: Professionals and community members who can support young people in accessing the Scheme.

Rosie's Place RSS Identified Outcomes for Clients

- Increased access to specialist services
- Informed choice around applying to the Scheme
- Access to legal, counselling, and community services
- Supportive, validating responses to their experiences
- Strengthened family and community connections
- Awareness of community services and resources
- Trusted support networks
- Increased resilience and wellbeing

INTAKE AND CASEWORK COORDINATOR

POSITION DESCRIPTION

Purpose of the Role

The Redress Intake and Casework Coordinator provides survivor-centred intake, casework, administration and service coordination support to people engaging with the National Redress Scheme.

As a key point of contact, the role assists survivors to access information, navigate the Redress process and remain connected to support throughout their engagement with the Scheme. The position combines practical assistance, advocacy, intake and administrative functions to ensure survivors experience a responsive, respectful and well-organised service.

Recognising that engagement with Redress can be emotionally demanding and administratively complex, the role works alongside survivors to reduce barriers, support informed decision-making, coordinate service responses and maintain accurate records and systems. This position contributes to a trauma-informed, survivor-centred approach that promotes

Project Roles and Responsibilities

- Provide information about the National Redress Scheme in accessible, respectful and survivor-centred ways.
- Respond to enquiries from survivors, family members, community organisations and referral partners.
- Undertake intake, assessment and referral processes, ensuring timely and appropriate service responses.
- Support survivors to complete Redress applications and gather required information and documentation.
- Conduct records searches and assist with information gathering from institutions and relevant agencies.
- Provide practical assistance, advocacy and case coordination throughout the Redress process.
- Liaise with institutions, National Redress Scheme representatives and external service providers as required.
- Assist survivors to access counselling, legal, financial and community support services.
- Coordinate appointments, bookings, referrals and follow-up activities.
- Maintain regular contact with survivors throughout their engagement with the service.
- Identify barriers to participation and work collaboratively with survivors to develop strategies to address them.
- Maintain accurate client records, databases and information management systems.
- Support communication and coordination across the Redress team.
- Assist with reporting, data collection, resource distribution and administrative activities.
- Support community engagement activities, consultations and service promotion where required.

- Ensure confidentiality and the respectful management of sensitive information.
- Work collaboratively with counsellors, community engagement staff and external stakeholders to provide integrated responses.
- Contribute to service development activities that strengthen survivor participation and access.
- Support the smooth and effective operation of the Redress Support Service.

Worker Team Responsibility and Accountability

- To be an active team member, sharing responsibilities, skills and information and being accountable to co-workers.
- Attend and participate in staff meetings and to ensure that tasks allocated are carried out.
OR
- If unable to attend meetings, consult with team members to ensure awareness of and provide input in regard to issues discussed and decision making processes and outcomes.
- To attend and participate in staff planning days (if available) and to ensure that tasks allocated are carried out.

Management Collective Responsibility

- To be an active collective member and bring to notice at team and/or Collective meetings issues relevant for discussion and decision making in regard to both the project and Rosie's Place Inc.
- Ensure that tasks allocated by Management Collective are carried out.
- Provide input to the writing of the collective report by the service manager in regard to this project.

Professional Development

- Attend clinical supervision (pro rata– once a month) and case management meetings where appropriate
- Attend and actively participate in all seminars and training opportunities required by and/or requested by the funding body of the RSS.
- To maintain up to date reading of relevant professional literature.

Administration and Case Management

- Maintain accurate case notes and records in line with Rosie's Place policies.
- Ensure client confidentiality and data protection.
- Prepare funding reports, project evaluations, and other documentation as required.

General Duties

- Uphold the philosophies, ethics, and procedures of Rosie's Place in all work practices.
- Comply with Equal Employment Opportunity (EEO), Occupational Health & Safety (OH&S), and relevant organisational and legislative guidelines.

Essential Criteria

- Degree or qualification in Social Work, Community Services, Welfare, Psychology, Counselling or a related discipline, or equivalent demonstrated experience.
- Demonstrated experience providing casework, intake, administration, advocacy and practical support within community service or human service settings.
- Demonstrated experience working with people affected by trauma, abuse, violence or complex life circumstances.
- Strong understanding of trauma-informed, survivor-centred and strengths-based practice.
- Demonstrated ability to support individuals to identify goals, reduce barriers and make informed decisions.
- Demonstrated ability to respond sensitively and professionally to people experiencing distress, adversity or crisis.
- Excellent written, verbal and interpersonal communication skills.
- High-level organisational, administrative and time-management skills.
- Demonstrated ability to maintain accurate records, databases and confidential information systems.
- Strong attention to detail and ability to manage competing priorities and deadlines.
- Proficiency in Microsoft Office and client management databases.
- Commitment to culturally safe, inclusive and accessible service delivery.
- Ability to work both independently and collaboratively within a multidisciplinary team.
- Demonstrated commitment to dignity, respect, social justice and survivor-centred practice.

Desirable Criteria

- Knowledge of the National Redress Scheme and issues affecting survivors of institutional child sexual abuse.
- Experience supporting survivors of institutional abuse, sexual violence, domestic and family violence or complex trauma.
- Experience undertaking records searches, advocacy and information gathering within government, legal or institutional systems.
- Experience managing intake, referral and client support processes.
- Knowledge of trauma-informed, violence-informed and Response-Based Practice frameworks.
- Experience in community engagement, resource development or systems advocacy.
- Experience working with Aboriginal communities, CALD communities, people with disability and neurodivergent individuals.
- Experience coordinating service delivery, reporting activities and administrative systems within a community services environment.

Mandatory Requirements

- Current Working With Children Check
- National Criminal History Check
- Current Drivers Licence
- Comprehensive motor vehicle insurance
- Eligibility to work in Australia
- Commitment to Child Safe Standards and mandatory reporting obligations

General interview questions

What do you bring to this position? Why are you interested in working in this field? How has your previous training and experience prepared you for this position?

Rosie's Place adheres to a socio-political understanding of interpersonal violence and abuse, specifically sexual assault and domestic and family violence. Can you tell us your understanding of this practice position and how you apply it to your work?

Can you tell us about your practice framework when responding to children and young people subjected to interpersonal violence? What do you see as the primary purpose when responding to victims of violence, and how do you bring this into your counselling work?

Our service has a diverse client group in regard to race, culture, sexual identity and disability. What do you consider to be key practice issues to uphold when responding to people of difference?

Can you outline for us any approaches you may use when working with children, young people and their families and your reasons for choosing these approaches?

Can you tell us about your experience of working within a team or collective – the benefits and the challenges?

What would you see as your role within this team?

What do you see as the biggest challenge for you in taking up this position?

CONTACT INFORMATION

For further details of discussion regarding the position please contact the Redress Support Service Manager via:

Phone: (02) 9625 2599 OR

Email: nicole@rosiesplace.org.au

You are also invited to visit our website: www.rosiesplace.org.au

Please email your completed application to: info@rosiesplace.org.au

We wish you all the best with your application.