



Brisbane Rape & Incest Survivors Support Centre

15 Morrissey Street Woolloongabba Q 4102
Admin Line: (07) 3391 2573 Support Line: (07) 3391 0004
Email: admin@brissc.org.au Website: www.brissc.org.au
ABN: 43 009 935 488

POSITION DESCRIPTION

BRISSC Telephone Support Worker

Position Title:	Telephone Support Worker
Service:	Brisbane Rape & Incest Survivors Support Centre (BRISSC)
Employer:	The Women's Community Aid Association Inc.
Status:	Casual
Work Hours:	Casual
Pay Award & Classification:	SCHCADS Social and Community Services, Employee Casual Award Level 5.2

Position summary

The position is a casual role. It is expected that the worker will work between 9:30am – 3pm, Monday to Friday. The BRISSC telephone support line aims to provide quality feminist support, information and referrals to women, trans and gender diverse individuals who have experienced or are experiencing sexual violence. This service also extends to allies, partners, friends and family members of survivors of sexual violence. The support line is open from 10:00AM to 3:00PM. Monday to Friday excluding public holidays. The Casual Telephone Support Worker is expected to work a 5.5 hourly shift on specified days advised by the BRISSC collective.

Funding

This position is contingent on recurrent funding from the funding body. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation will be fulfilled.

Organisational reporting

This position reports to the BRISSC Collective, and the Women's Community Aid Association (WCAA). The WCAA is a company structure with legal and governance responsibilities for funding grants and contracts. All employees are expected to engage in peer supervisory processes, annual performance reviews, negotiated external supervision and to be accountable for all aspects of their work at BRISSC.



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Dates Of Review

This position description may be reviewed following Performance Planning and Review processes.

SERVICE DELIVERY RESPONSIBILITIES

The Casual Telephone Support Worker is expected to work collaboratively and supportively as a member of the BRISSC Collective which has responsibility for the day to day management of an effective, accountable, high quality service that reflects the philosophy, aims and objectives of the WCAA. All BRISSC workers are expected to exercise high level time management skills, demonstrate initiative and work autonomously where required, implement decisions relevant to areas of responsibility, engage in self-reflective practice and ensure accountability to the BRISSC collective and WCAA.

- Using a feminist framework provide support to people who have experienced sexual violence as an adult or as a child
- Provide clear and accurate information about BRISSC support services, legal and medical processes and available options
- Provide support or advocacy if appropriate with Police, Medical and Legal processes, should a person decide to report.
- Make referral to appropriate services (e.g. health workers, housing, support agencies) and provide accurate information about the nature of those services
- Provide information to those supporting women or children who have experienced sexual violence (e.g. friends, family, service providers)
- Maintain the strictest confidentiality and security precautions, at all times, with regard to service users and workers
- Maintain service delivery in line with BRISSC policy and procedures
- Utilise data systems to record information
- Respond to support e-mail correspondence, file or distribute correspondence as appropriate
- Update resources, referral and information systems
- Follow through with work arising out of phone calls
- Participate in regular co-worker debriefing and support sessions
- Communicate regularly and share information as appropriate with the collective
- Demonstrate commitment to principles of access and equity at BRISSC and within the broader community.
- Demonstrate cultural competency in all aspects of work.

SELECTION CRITERIA

Responses should be no more than half page for each criteria.



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Only applications that address the entire selection criteria will be accepted. Please do let us know if you there are alternative ways you may like to respond to the selection criteria.

1. Demonstrated feminist understanding and analysis of the prevalence, nature and impacts of sexual violence against women, trans and gender diverse-diverse adults and children in our society.
2. Highly developed feminist framework for providing information, support and advocacy to women from diverse backgrounds or with diverse abilities.
3. Experience in working in the sexual violence sector and/or demonstrated experience in supporting women who have experienced sexual violence.
4. Experience in telephone counselling/support work.
5. Knowledge, or an ability to acquire knowledge, of referral pathways including legal and medical options.
6. Demonstrated verbal and written communication skills including an ability to use IT systems.
7. Demonstrated self-awareness and critical reflection skills, including an analysis of power and privilege.

ESSENTIAL CRITERIA:

- Formal qualifications in human services or other relevant field and/or demonstrated experience within a similar role.
- Hold a current, or be eligible to gain, a Positive Notice Blue Card.
- Current 'C' class driver's license and capacity to drive in the greater Brisbane region.
- Two Relevant referees – name and contact details