

POSITION DESCRIPTION.

Case Management and Community Engagement Officer

Position Title:	Case Management and Community Engagement Officer
Classification:	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010 Level 5, Above Award
Reports To:	Director Clinical and Client Services
Direct Reports:	Nil
Team:	Clinical and Client Services
Key internal contacts	Clinical and Client Services Director, Senior Clinical and Client Services Managers, Trauma Specialist Counsellors, Senior Clinical Administrator
Key external contacts	Clients, relevant partner and referral agencies, consultants

PURPOSE OF THE POSITION

This position is based within the Clinical and Client Services Team. It will work with the external and internal stakeholders to enhance client engagement with the Full Stop Australia's (Full Stop's) National Sexual Abuse and Redress Support Service.

This position will work directly with clients to support their engagement and journey through the National Redress process, keep the Trauma Specialist Counsellors with increasing client access to the National Redress Scheme and engage with community services and partners to enhance awareness and access to the National Sexual Abuse and Redress Support Service. This role is responsible for providing a service that is trauma-informed and, thus, non-judgmental, supportive and responsive, in line with an intersectional feminist approach.

KEY ACCOUNTABILITIES

Client and Community Engagement Officer

- Respond to internal and external referrals related to information and applications for the National Redress Scheme.
- Provide intake, assessment and case management for clients eligible for engagement with the National Redress Scheme.
- Provide complex case management to clients with complex trauma experiences.
- Provide specialist information and guidance about the National Redress Scheme to eligible clients and the Full Stop clinical team.
- Conduct record searches to locate, verify, and summarise information to support National Redress Scheme applications. These will be under the guidance of Redress Clinical Managers to assist in prioritising need, ensure accuracy, confidentiality, and compliance with privacy and records management requirements.
- Work closely with the clinical team to ensure well-developed clinical pathways for Full Stop clients eligible for the National Redress Scheme.
- Provide specialist advice consultation and training to Full Stop staff in relation to National Redress, institutional child sexual abuse and cultural safety.
- Build relationships with external service providers and report on partnership opportunities that progress Full Stop toward its objectives.
- Provide educational information training about the National Redress Scheme to external stakeholders.
- Represent Full Stop to various agencies and professional networks and the local community.

All Services

- Facilitating effective communication across multiple healthcare disciplines to optimise positive health outcomes for clients.
- Maintaining appropriate client engagement, upholding appropriate boundaries, and focusing on progressing client goals.
- Developing and maintaining a keen awareness and effective management strategies for the work health and safety risk of vicarious trauma.

Telephone and Online Service

- Responding to a high level of client requests for information and services across multiple programs operated by Full Stop in a timely and effective manner.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- Demonstrated a high level of knowledge and skills in:
 - The provision of excellence in client service provision,
 - the ability to incorporate intersectional feminist perspectives within client engagement frameworks,
 - understanding of the causes and consequences of sexual assault, family and domestic violence, and
 - ability to engage and communicate with groups of people, tailoring communication to suit a specific target group.
- Relevant community services qualification or equivalent experience.
- Minimum two years (full-time equivalent) of community engagement/development and case management experience. This may include social work case management.
- Demonstrated understanding of trauma-informed practice.
- Knowledge of the National Redress Scheme for Institutional Child Sexual Abuse Act 2018.
- Computer literacy.
- Exercise initiative and judgment in service delivery.
- Ability to organise and implement community engagement activities within an allocated budget.
- Highly developed verbal and written communication skills.
- Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Willingness to travel intra and interstate.
- Current driver's license.
- Ability to work independently and as part of a team.

Desirable

- Previous experience working with the National Redress Scheme.

Sighted and agreed to by Case Management and Community Engagement Officer:

Name: _____
Signature: _____
Date: DD/MM/YYYY _____

Created:	June 2022 Reviewed July 2026
Review due:	July 2027
Consultation by:	
Approval by:	CEO