

Position Description - Complex Trauma Worker, Lived Experience – Redress Schemes and Counselling and Psychological Care

Position Title:	Complex Trauma Worker, Lived Experience	Position Grade:	SCHADS 4
Department/Division:	Complex Trauma Services	Position No.	
Reporting to:	Senior Complex Trauma Practitioner		
Position summary/purpose:	First Nations People, LGBTIQA+ people, people with disability, people of color, public housing residents or people with a lived experience are encouraged to apply. Provision of practical, peer informed support for survivors of institutional child sexual abuse to engage with the National Redress Scheme (NRS) including DPR process. This primary focus of this role is to support clients through the practical steps of their application and connects them to social and peer support. Caseload may carry some people who may or may not have a history of incarceration. Where a client's needs or risk increase beyond the scope of this role, the case will transfer to a Complex Trauma Practitioner for clinical management. This role does not provide counselling or psychological care directly but supports clients to access these through referral.		
Key Responsibilities			
Redress Scheme support • Support survivors to understand and complete an application to the National Redress Scheme and the DPR process, including practical assistance with forms, information gathering and navigating the process • Provide clear, accessible information about the Scheme, its purpose and what to expect • Support clients to prepare for and debrief after DPR, in a practical and peer capacity • Identify when a client's needs or risk have increased and initiate handover to a Complex Trauma Practitioner. Handover to be discussed with your supervisor as soon as risk indicators are identified, not held pending caseload review Peer connection and lived experience • Draw on your own lived experience where you choose to, to build trust, instil hope and support survivors through the process. There is never an expectation that you disclose or share your story • Facilitate peer led social connection and support groups for survivors • Provide intentional peer support that centres survivor autonomy and choice			

Referral pathways

- Support eligible clients to access Counselling and Psychological Care entitlements through referral, this role does not provide counselling or psychological care directly
- Build and maintain relationships with external services, including complex trauma practitioners, to support smooth referral and handover

Risk Management

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and act to improve the quality and safety of client services
- Commit to child safety and to creating and maintaining a child safe organisation in line with the Victorian Child Safe Standards.

Networking and Partnerships

- Build and maintain partnerships with external services to support referrals and coordinated care.
- Participate in community development, training and sector engagement activities.
- Identify service gaps and contribute to service improvement.

Supportive family focused interventions

- Provide holistic, family-centred interventions where required.
- Use prevention and early-intervention approaches.

Meetings and Supervision

- Participate in supervision, training, and organisational meetings.

Networking and Partnerships

- Build effective partnerships and referral pathways.
- Contribute to community education and sector training.
- Collaborate to identify service gaps and client needs.

Research and Evaluation

- Contribute to evaluation, data collection and reporting.

OH&S

- Identify, report and record all safety hazards, incidents and injuries
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures

Quality Assurance & Improvement

- Commit to continuous improvement and innovation.
- Promote respect for diversity and inclusive, non-discriminatory practice.

Social Differences

- Role models, demonstrates and promotes respect for and values social differences.
- Interact with Drummond Street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Productivity

- Focuses on people as well as productivity.
- Monitor productivity, identify and implement improvements as needed.

Infection Control

- Commit to all necessary infection control measures as directed, including:
 - Practice hand hygiene
 - Keep your working environment clean and hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
 - Wear personal protective equipment (PPE) as directed

Key Competencies/Skills

Competency

- Organisational & quality focus
- Results driven & client oriented.
- Promotes productive work practices.
- Creative, flexible and solution focused.

Technical/Functional

- Expertise in evidence-based focused psychological strategies
- Strong knowledge of determinants of mental health, including greater at-risk cohorts i.e. Indigenous, LGBTIQ+.

Key Selection Criteria

Essential

- A lived experience of childhood trauma and understanding of the impact of complex trauma on health and wellbeing.
- Relevant tertiary qualification of minimum (Mental Health certificate IV or Social Work, Psychology, Mental Health) experience related to delivery of evidence-based complex-trauma informed practice

• High level of self-awareness, professionalism and social justice values	• Family-aware and inclusive practice • High level counselling skills • Sound Information technology and written and verbal communication skills. • Group facilitation skills	• Demonstrated experience supporting survivors of institutional child sexual abuse. • Demonstrated knowledge of complex trauma and healing and recovery approaches to intervention • Demonstrated experience with providing interventions that support individuals and families with multiple and complex needs such as experiencing barriers to the NDIS, or DSP, complex communication, mental health, family violence and drug and alcohol issues. • Demonstrated commitment to inclusive, affirming and intersectional practice. Desirable • Intentional Peer Support training • Experience working within the criminal justice system. • Current Australian driver's licence.
Position Dimensions		Decision Making Authority
• Client base: survivors of institutional child sexual abuse and their families. • Operates within transdisciplinary teams and across multiple service sites. • Broad stakeholder base includes other social services, children's services, youth services and mental health systems in the Victorian community. • Work after hours one night per week on Tuesday to enable service access. Hours will be 11am – 7pm (may be subject to change) • Service delivery modalities include face-to-face (centre-based and outreach), online and phone. • No. Of FTE: Part-time (0.8 FTE)		• Must adhere to policies and procedures, ethical obligations and within organisational delegations • Clear direction to case interventions in the context of assessment and case planning and goals • Responsible for the management of case load, in consultation with their supervisor and manager.