

Position Description

Position title	Planned Support Worker
Location	8-10 Palmer Street, Parramatta
Reporting to	Planned Support Team Leader
Role Type	Full-time, 38 hours per week

Our Values

Hope – The courage to believe in what’s possible

Dignity – We honour each other’s inherent worth

Connection – Together we achieve

Community – Engaging the power of networks for growth

Our Purpose

To build a support network that gives voice and agency to male survivors and their supporters.

We believe

Male survivors of childhood sexual abuse can recover, support others to thrive and be leaders in change.

Our Vision

A world in which male survivors of childhood sexual abuse can easily access support and find understanding and acceptance.

Position Purpose

Survivors & Mates Support Network is the leading specialist service in Australia supporting male survivors of child sexual abuse, their families, loved ones and supporters. We also provide tailored training to health professionals, community organisations and government departments that are supporting people impacted by childhood trauma. Our work is grounded in principles of trauma-informed care. The Planned Support worker provides support for survivors to access support via the National Redress Scheme. This includes men with complex trauma, including men who are/have been in prison, and men living with disability. This support is predominantly provided over the phone but can also be made available online or face-to-face.

Position Accountabilities

- Complete timely applications to the National Redress Scheme for male survivors within a trauma informed framework.
- Under supervision, provide ongoing individual support, including crisis and emotional support, and advocacy to survivors and where appropriate, their supporters. This should be undertaken with a focus on choice and collaborative approaches to ensure the survivor's voice is heard, and the support remains safe.
- Conduct assessments of male survivors' support needs in respect of issues such as access to counselling, navigating government services such as Centrelink, housing, and financial concerns.
- Provide warm referrals to relevant support services and maintain up-to-date knowledge about the sector.
- Establish and maintain accurate and contemporaneous client records that effectively identify client needs and support plans. Information should be relevant to service delivery and sufficient to provide continuity of support to the client.
- Attend interagency meetings and events as required.

- Collaborate with key agencies such as NSW Victim Services, National Redress Scheme, Knowmore Legal Service and other statutory authorities to best provide trauma-informed support to male survivors and their families.

General

- Represent SAMSN at all times in a professional and polite manner.
- Answer enquiries promptly with a client-centric approach and empathy.
- Record all information according to organisational requirements and document processes.
- Perform other work as directed within the scope of the role.
- Follow all SAMSN policies and procedures.

SAMSN Teamwork

- Support and encourage other team members by actively displaying team and organisational behaviour.
- Communicate effectively with all SAMSN staff.
- Participate in learning & development and supervision opportunities.

Selection Criteria

Essential:

- Tertiary qualification (bachelor's degree minimum) in social work, counselling, social welfare, psychology, or related discipline
- Registration with professional association (eg. AASW, ACA/PACFA, APS/APHRA)
- Experience supporting survivors of childhood sexual abuse to make applications for the National Redress Scheme
- Experience working within the criminal justice system
- Demonstrated experience of working with trauma informed principles
- Knowledge and understanding of the dynamics and impacts of child sexual abuse across the lifespan, including mental health issues, drug and alcohol issues, and relational difficulties

- Experience in providing case management and/or counselling to survivors of childhood trauma
- Experience with responding to people in distress
- Knowledge of and experience of dealing with organisations and systems that provide key services and referrals such as Centrelink, housing, health services and victim services
- Excellent verbal, written and cross-cultural communication skills
- Excellent organisational skills and ability to manage your own caseload including prioritising competing demands

Desirable:

- Experience working with male survivors and understanding of the specific impacts of child sexual abuse for men
- Experience working with people who have experienced childhood trauma and are living with disability, including psychosocial disabilities