

Position Details

Position Title	Intake and Response Practitioner
Reports To	Team Leader Intake and Response
Location	The position is based in Bendigo, Central Victoria <i>Attendance at alternative sites across the Loddon Campaspe Region may also be required to fulfil the requirements of the role</i>
Enterprise Agreement	CASACV Enterprise Agreement 2024
Classification	Health Professionals Grade 1
Hours of Work	76.0 hours per fortnight (1.0 EFT)
Tenure	Fixed-term – 12 months
Date Reviewed	October 2026

About CASACV

The Centre Against Sexual Assault Central Victoria (CASACV) is an incorporated not-for-profit community organisation governed by an independent Board. CASACV receives core funding from the Victorian Government.

CASACV is a leading agency in the prevention of sexual violence and the provision of specialist, evidence-based therapeutic services for children, young people and adults across the Loddon region. Services also extend to the support networks of those affected.

All services provided by CASACV are free and confidential, and include:

- **Specialist counselling** for adults, young people, and children who have experienced sexual assault – either recently or in the past – as well as for their non-offending parents, partners, families, and friends.
- **24-hour crisis care** for recent sexual assault victim-survivors, offering crisis response, support and advocacy.
- **The REFOCUS Program**, a family-centred, early intervention therapeutic service for children and young people under 18 who have engaged in problematic or harmful sexualised behaviours (HSB).
- **Sector and community capacity-building** through advocacy, secondary consultation, professional training, and community education.

CASACV employs over 35 qualified professionals across disciplines such as psychology, social work, family therapy, art therapy, and psychotherapy. Services are delivered from

two sites in Bendigo, with outreach locations in Kyabram, Kyneton, Maryborough, Echuca/Rochester, and Tarrengower Prison.

CASACV is co-located within the Bendigo Multi-Disciplinary Centre (MDC), working in close partnership with Victoria Police's Sexual Offences and Child Abuse Investigation Team (SOCIT), the Department of Families, Fairness and Housing (Child Protection), and Bendigo Community Health Service. This integrated model supports adult and child victim-survivors with counselling, information and support options across multiple pathways.

Employees are supported through high-quality clinical supervision by experienced professionals who foster a culture of reflective practice, personal growth, and learning in a safe and structured environment. CASACV is committed to continuous learning and professional development, ensuring excellence in client outcomes and organisational performance.

CASACV is proud to offer a positive, supportive, and family-friendly workplace. We value diversity and inclusion, and we strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, individuals with disabilities, and people of all genders and sexual orientations.

Our Vision

Our vision is a community where all people live free from sexual violence and feel safe, respected and empowered.

Our Purpose

- To provide high-quality, sensitive and responsive services to people who have experienced and been impacted by sexual and family violence within the Loddon region
- To design and implement evidence-based education programs and initiatives that create systemic and social change to prevent gendered violence

Our Values

At the heart of our work is feminism, which guides our commitment to gender equality and champions the rights of children, young people and adults to live free from sexual violence and harm as a fundamental human right. Through this lens, we uphold CASACV's values.

RESPECT We treat everyone with dignity, honesty and care, fostering trust, inclusivity and valuing diverse perspectives.

INTEGRITY We act with honesty, transparency and reliability, taking ownership of our actions and striving for excellence. We embrace continuous improvement and foster trust and growth within our organisation and community

SAFETY We create trauma-informed, non-judgmental spaces where victim-survivors feel heard, respected and empowered, prioritising their needs and supporting healing.

EXCELLENCE We pursue the highest standards in all aspects of our work. Feminism shapes and strengthens these values and ensures we stay focused on creating a community free from oppression and grounded in dignity, justice and equality.

Position Scope and Requirements

Position Purpose

The Intake and Response Practitioner provides support within CASACV's Intake and Response Team. Using trauma-informed, intersectional and victim-survivor-centred practice, the role contributes to intake, initial assessment, service navigation, referral, secondary consultation and crisis care responses for victim-survivors and their non-offending family or support people.

Relationship and Reports

Reports To	Team Leader Intake and Response
Supervises	Nil
Internal Stakeholders	• Intake and Response Team Members • Counsellor Advocates • Other Therapeutic Practitioners • Business Services Team Members
External Stakeholders	• Staff from co-located MDC partner agencies: - Victoria Police's Sexual Offences and Child Abuse Investigation Team (SOCIT) - Department of Families, Fairness and Housing (Child Protection) - Bendigo Community Health Service - Victoria Institute of Forensic Medicine • Community-based services, such as: - Housing - Employment - Disability - Aged care - Family support - Legal and justice - Culturally specific - Aboriginal Community Controlled Organisations • Education – primary, secondary and tertiary • Other specialist sexual assault services • Family Violence Agencies

Delegation and Decision Making

- Works within established CASACV policies, procedures, clinical governance arrangements and the scope of practice associated with their qualification and experience.
- Undertakes routine intake, assessment, referral, documentation and service-navigation activities with supervision, guidance and review appropriate to experience.
- Consults the Team Leader or a more experienced practitioner when a matter is complex, unfamiliar, high risk, outside established procedures or beyond the practitioner's competence or authority.
- Does not hold authority for employee supervision, expenditure, organisational policy positions, public statements, formal partnerships or commitments on behalf of CASACV unless specifically delegated in writing.

Core Duties and Key Result Areas

1. Intake, Triage and Initial Assessment

Key Responsibilities

- Contribute to the triage of incoming requests for service and undertake routine intake and initial assessment activities under supervision.
- Gather, clarify and document relevant information sensitively, accurately and in accordance with consent, privacy and information-sharing requirements.
- Identify immediate needs, safety concerns and service priorities, and promptly consult or escalate in accordance with procedures.

Performance Indicators

- Intake and assessment activities are completed within agreed timeframes and reviewed as required.
- Information is accurate, relevant and sufficient to support service decisions.
- Risk or complexity is recognised and escalated promptly.

2. Service Navigation, Referral and Client Support

Key Responsibilities

- Provide clear information about CASACV and other relevant welfare, health and social support options.
- Initiate and facilitate referrals, warm referrals and follow-up under guidance, with the service user's informed consent.
- Support service users to identify practical needs and access appropriate services, while maintaining choice, dignity and self-determination.

Performance Indicators

- Referrals and follow-up actions are timely, appropriate and documented.
- Service users receive accessible information and are supported respectfully.
- Barriers to access are identified and discussed with the team.

3. Crisis Care and Secondary Consultation

Key Responsibilities

- Participate in crisis care responses within training, competence, roster requirements and organisational procedures.
- Provide routine secondary consultation and information to professionals, consulting a more experienced practitioner when issues are unfamiliar or complex.
- Work collaboratively with multidisciplinary partners while maintaining role boundaries and confidentiality.

Performance Indicators

- Crisis responses follow approved protocols and supervision arrangements.
- Advice and information are accurate, appropriately bounded and documented.
- Partnership interactions are timely, respectful and coordinated.

4. Referral Network and Stakeholder Engagement

Key Responsibilities

- Develop and maintain working knowledge of relevant local and regional services.
- Contribute to an accurate, accessible referral directory and identify service gaps or changes.
- Participate in interagency and networking activities as directed.

Performance Indicators

- Referral information is reviewed and kept current.
- Working relationships support responsive referral pathways.
- Emerging service gaps are communicated to the team.

5. Psychoeducation and Group Support

Key Responsibilities

- Contribute to the planning, delivery and review of psychoeducational groups or resources as appropriate to competence and experience.
- Apply trauma-informed, inclusive and culturally responsive principles in group-related work.

Performance Indicators

- Contributions are prepared, delivered and reviewed with appropriate oversight.
- Resources and activities are safe, inclusive and consistent with approved practice.

6. Documentation, Data and Compliance

Key Responsibilities

- Maintain timely, accurate, objective and confidential client records and case notes.
- Contribute to data collection, reporting and client feedback processes.
- Comply with organisational policies, professional and ethical standards, legal obligations and mandatory reporting requirements.

Performance Indicators

- Records meet required quality and timeliness standards.
- Data and reports are complete and accurate.
- Practice complies with relevant requirements and concerns are raised promptly.

7. Professional Practice and Continuous Improvement

Key Responsibilities

- Participate actively in clinical and organisational supervision, reflective practice, performance development and relevant training.
- Seek, receive and apply feedback and identify learning needs appropriate to an early-career practitioner.
- Contribute to quality improvement, service development and project work appropriate to the role.

Performance Indicators

- Supervision and professional development requirements are met.
- Increasing capability and safe professional judgement are demonstrated.
- Improvement activities are constructive and within role scope.

8. Organisational Contribution

Key Responsibilities

- Work collaboratively and respectfully with colleagues and contribute to a safe, inclusive and adaptable team culture.
- Model CASACV's values and undertake additional duties commensurate with the role and classification.

Performance Indicators

- Behaviour consistently reflects CASACV values and workplace expectations.
- Work priorities are managed reliably and support service needs.

Key Selection Criteria

1. Qualifications and Professional Expertise

- Minimum Diploma of Community Services or other relevant qualifications.
- Foundational knowledge of sexual and family violence, including the gendered drivers of violence and its impacts on individuals, families and communities.
- Understanding of trauma-informed, intersectional, culturally responsive and victim-survivor-centred practice.
- Student placement or early-career experience in specialist sexual assault, family violence, child and family services, mental health or a related community service setting is desirable.

2. Professional Experience and Skills

- Capacity to undertake routine intake, needs identification, service navigation, referral and follow-up activities with supervision and guidance.
- Ability to follow established procedures, recognise the limits of personal competence and seek assistance when matters are complex, unfamiliar or high risk.

- Strong organisational, administrative and time-management skills, including the ability to prioritise tasks and maintain timely, accurate and confidential records.
- Competence in Microsoft Office and the ability to use client databases, digital recordkeeping systems and other workplace technology effectively.
- Sound analytical, problem-solving and communication skills, including the ability to gather relevant information, identify concerns and communicate sensitively with people from diverse backgrounds.
- Ability to work independently within the scope of the role and collaboratively within a multidisciplinary team, while developing constructive relationships with service users, colleagues and stakeholders.

3. Personal Competencies

- Demonstrates empathy, integrity and reliability, maintains appropriate professional boundaries and responds constructively to supervision, guidance and feedback.
- Demonstrates a commitment to reflective practice, professional development and continuous improvement, and alignment with CASACV's values, including social justice, cultural safety, inclusion and ethical practice.

Organisational Requirements

Confidentiality

All employees must protect confidential, personal and sensitive information obtained through their work and comply with CASACV's privacy, confidentiality, information-sharing and records-management requirements. Information must only be accessed, used or disclosed for authorised work purposes

Eligibility and Compliance

- Employment is subject to evidence of the right to work in Australia and satisfactory completion and maintenance of all screening and compliance requirements applicable to the position, including a Working with Children Clearance and National Police Check.
- An international police check will be required where appointees have lived overseas for more than one year in the last 10 years
- A current Australian driver's license is highly desirable where travel forms an inherent requirement of the position.

No-Smoking Policy

To ensure a healthy and safe work environment for employees, clients and visitors, smoking is not permitted in buildings and offices or in any vehicle.

Occupational Health & Safety

All employees are required to:

- Take reasonable care for their own health and safety and that of others

- Comply with CASACV's OHS policies, procedures and reasonable instructions
- Promptly report hazards, incidents, injuries and near misses
- Take reasonable immediate steps to control risks where safe to do so
- Participate in relevant consultation, training and risk-management activities

Managers are also responsible for identifying and managing OHS and psychosocial risks within their area of responsibility and responding promptly to reported concerns.

Organisational Values and Workplace Behaviour

All employees are expected to:

- Contribute to the effective functioning of CASACV by working in alignment with the organisation's strategic plan, mission, guiding principles and values
- Uphold ethical and professional standards in all conduct and representations of the organisation
- Comply with all organisational policies, procedures and legal obligations, including employment requirements, communication standards and Mandatory Reporting Guidelines
- Carry out all lawful and reasonable directions consistent with this position profile or as delegated
- Contribute to a respectful, inclusive and collaborative workplace culture by modelling CASACV values
- Participate constructively in team meetings, planning days and organisational initiatives, including internal and external activities relevant to CASACV
- Work cooperatively with colleagues and stakeholders
- Demonstrate effective time management and prioritisation to manage competing demands and meet role and organisational requirements
- Demonstrate flexibility and adaptability in response to changing needs and priorities
- Undertake additional duties commensurate with the scope of the role

Professional Development and Quality Improvement

Where applicable and relevant, all employees are expected to:

- Participate constructively and positively in continuous improvement and change management processes, including identifying and recommending opportunities for improvement and development
- Support and participate in evidence-informed and evidence-based quality improvement activities to improve service delivery and client outcome
- Engage in relevant professional development activities
- Contribute to research, presentations, training and knowledge-sharing activities, including conferences, training sessions and publications, aligned with CASACV's services and programs

Additional Information

- Employees are expected to comply with any lawful health, safety, infection-prevention and vaccination requirements applicable to their position and workplace. CASACV may provide further guidance through its policies and procedures.
- A probationary period may apply in accordance with the employee's Employment Agreement.
- Working hours are generally 9.00am to 5.06pm from Monday to Friday, however some flexibility in start and finish times may be required from time to time.
- Days of work are based on the needs of the service.
- Eligible employees may access salary packaging in accordance with CASACV policy and applicable taxation requirements.

Acceptance of Position

I acknowledge that:

- I have received and reviewed this Position Profile
- I understand the responsibilities and requirements of the position
- I understand that reasonable changes may be made following consultation and in accordance with applicable workplace obligations
- I agree to perform the position's lawful and reasonable duties in accordance with CASACV's policies, values and standards

Employee Name

Signature

Date
