



Sexual
Assault
Support
Service®

Position Description

Job Description:	Client Services Practitioner / Counsellor (Crisis Response Service)
Position reports to:	Senior Therapeutic Specialist (Intake, Allocations, Crisis Response and After Hours)
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Level:	Level 6
Location:	The SASS office is located in New Town, Hobart. The Crisis Response Service, however is predominantly provided from the employee's home but may also involve call outs to provide support to victims of recent sexual assault at the Royal Hobart Hospital Sexual Assault Medical Service (SAMS) Unit and / or Tasmania Police Stations within the Hobart area.

The Client Services Practitioner / Counsellor (Crisis Response Service) role is part of the Client Services Team at SASS. SASS is a community-based support, counselling, and education service for victims of sexual abuse, their families and other professionals.

SASS is funded by the Tasmanian Department of Communities (DCT), the Tasmanian Department of Education (DoE) and by the Australian Department of Social Services (DSS).

SASS delivers 24/7 services including over weekends and public holidays. Crisis Response Service employees will be required, on a rostered cycle, to be accessible outside normal business hours as a part of ensuring sustainable 24/7 service coverage.

PRIMARY FUNCTIONS:

The Client Services Practitioner / Counsellor (Crisis Response Service) position is responsible for:

- Participating, on a cyclic roster with other workers, in the provision of a 24-hour, 365 days a year crisis response and phone counselling service for victims of sexual assault.
- Roster is weeklong shift once every five to six shifts. Starting 5pm Monday – Friday and ending at 9am. Weekend and public holidays is 24/7
- Coordinating / attending the medical, forensic examination and police statements to recent sexual assaults, and supporting victims through these processes.
- Providing crisis counselling, support, advocacy, referral, and information services to survivors of sexual abuse, their families and other professionals involved in their support.
- Co-ordinating cross-agency responses to the needs of victims of sexual assault including

advocacy and crisis support.

- Liaising with child protection agencies regarding children at risk of sexual abuse.
- Providing effective client hand-over to other SASS employees and Senior Practitioners.
- Attending monthly team meetings.
- Checking SASS emails daily when on shift and weekly when not on shift.
- Maintaining accurate, clear, timely documentation regarding client related activities.
- Participating with other SASS workers in providing a professional, flexible and responsive team environment.
- Undertaking case debrief when required and participate in professional development activities.
- Other duties / projects in line with SASS services as directed by CEO or delegate.

LEVEL OF RESPONSIBILITY

The Client Services Practitioner / Counsellor (Crisis Response Service) will:

- Work under the direction of the Senior Practitioner (Crisis Response Service)
- Work as a collaborative member of the Client Services Team
- Work in collaboration with all employees at SASS
- Exercise initiative and sound judgement in setting priorities, planning and managing their workload, and exercise discretion and professionalism when supporting clients.
- Adhere to all SASS policies and procedures, including the Code of Conduct.
- Exercise initiative and sound judgement within a framework of relevant legislation and ethical considerations where procedures are not clearly defined
- Raise issues or concerns with the Senior Practitioner or Manager of Services and Policy as soon as practicable.

QUALIFICATIONS, TRAINING AND EXPERIENCE

Essential

- Understanding of issues associated with sexual assault
- A commitment to social justice
- Degree, or working towards a degree, in counselling, psychology or social work
- A sound understanding of relevant mandated reporting and risk response legislation
- A sound understanding of an ethical practice framework
- Relevant human services experience
- A National Police Check
- Working with Vulnerable People Check
- Computer literacy
- An understanding of and commitment to the practice of self care
- Based within an hour's drive of Hobart CBD while on shift.
- Current driver's licence

Desirable

- Degree in counselling, social work or psychology with eligibility for membership of the relevant professional association (APS or AASW or PACFA)
- Training/experience in working with children and adolescents; Aboriginal people; people with disabilities; members of CALD communities; and/or male clients
- Professional experience working in crisis response and/or sexual assault.

SELECTION CRITERIA

The following knowledge, skills, and experience are required for the position of Client Services Practitioner / Counsellor (Crisis Response Service):

1. Knowledge and understanding of issues relating to sexual assault and how they may impact on victim's lives and community attitudes about sexual assault.
2. Knowledge and experience of relevant assessment, case management and counselling approaches including responses to trauma and experience in crisis or general counselling work.
3. Experience in supporting clients through advocacy and enabling roles and by facilitating their access to and engagement with appropriate services.
4. Capacity and willingness to work effectively within a multi-disciplinary team and to be flexible and adaptable in order to meet the organisation's needs.
5. Ability to work autonomously and exercise initiative and integrity in their relationships with clients and in their professional role with SASS.
6. Knowledge and understanding of frameworks of ethical practice; confidentiality; the requirements of mandatory reporting; and, relevant statutes and laws.
7. Well developed written and verbal communication skills.
8. Knowledge of the importance of self care and how this applies in practice to each individual. An understanding of their own role, responsibility and individual needs to maintain their own wellbeing.
9. Demonstrated ability to apply computing concepts in programs including Microsoft Office, (incorporating Word) and Outlook (for use of email), the internet and other computer software.
10. Demonstrated time management and priority setting skills along with the capacity to achieve outcomes in an environment where there are multiple demands and complex tasks and to participate collaboratively in planning and coordinating activities across the workplace.
11. Working knowledge of statutory workplace requirements, including Workplace Health and Safety legislation and a demonstrated understanding of confidentiality.

NOTE:

Mobile phone, laptop computer and portable WIFI device are provided by SASS.