



Individual Support Worker Position Description

Reporting to:	Team Leader / Service Manager	Work location:	Flexible (home-based)
Department:	54 reasons	Budget holder:	No
Team:	Leaving Violence Program	Direct reports:	No

About 54 reasons

54 reasons is Australia's leading child rights organisation, proudly part of the Save the Children Australia Group and global movement. We're here to make sure that everyone understands their rights. So that children and young people have their rights met and thrive, in all their diversity.

We champion the children, young people and families we work with. We are inspired by the curiosity and creativity of children, and motivated by the love of those who care for them. With the child's voice at the centre, we provide quality services to children and their caregivers, advocating with them so that children develop, learn, and are connected, safe and confident.

Our people are proudly local, and as diverse as the communities we serve - in every state and territory, and across regions, remote areas and capital cities. Our operations and services span the early years and school engagement, youth justice, domestic and family violence and family support, and our practice is grounded in child rights and participation.

From our 54 reasons Practice Framework to our culture where you will feel valued, belong and make a difference for children, 54 reasons is truly a place you will **learn and grow**. Find out more about *Our Promise* to Children and Young People and how our Practice and Impact measurement team works to ensure the provision of high quality, contemporary and inspiring service, practise and outcomes that meet and exceed client needs. [Our Approach – 54 reasons](#)

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

Role Purpose

The Individual Support Worker is a key part of our outbound call team delivering the Leaving Violence Program (Program), a nationally funded initiative by the Australian Government under the National Plan to End Violence against Women and Children 2022-32.

Designed with core principles of trauma informed and person centred, culturally responsive, ethical and accountable, the Program supports victim survivors who plan to leave or have left a violent intimate partner relationship. The service operates Monday to Friday, 8:30 am to 5:30 pm (local time) across all Australian states and territories, ensuring comprehensive coverage across all time zones.

Individual Support Workers provide individualised support over 12 weeks for those victim-survivors assessed to be at low to moderate need. Practically, the roles support eligible victim-survivors over a 12-week period through:

- completing their application and verifying identity;
- safety planning, risk and needs assessment and goal setting;
- identifying appropriate financial supports and payment approach, and
- supporting access to other appropriate services through crisis and warm referrals.



Here your skills will be valued

Service delivery

- Capture necessary information in a supportive and timely manner to support victim-survivors through application, eligibility and identity verification, adjusting as required for clients that require additional assistance
- Communicate eligibility outcomes in a timely and compassionate way, providing ineligible victim-survivors with risk assessment, safety plan and referrals to other appropriate supports in the community, taking a no-wrong-door, trauma informed approach
- Continue to engage with eligible victim-survivors for up to 12 weeks:
 - Using the SCORE framework to identify and review needs and goals
 - Confirming safe and preferred safe communication and payment channels
 - Undertaking risk assessments using a trauma informed evidenced tool, in a way that is culturally safe and empowering, adjusting for accessibility needs
 - Developing a safety plan with the victim-survivor, and adjusting to meet any accessibility needs and/or increased risk arising from major changes in circumstances
 - Supporting victim-survivors to plan, access and maximise financial supports in a way that supports their safety and agency
 - Referring to other supports, with victim-survivor consent and choice
 - Referring to crisis providers for any victim-survivor assessed at imminent high risk
- Securely and concisely record all required data for internal information management systems
- Escalate identified issues and practice risks through the appropriate formal escalation channels

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

All roles at Save the Children contribute to our impact for children

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring to this role:

Essential knowledge or experience

- 3+ years minimum experience in supporting victim-survivors in risk and needs assessment and safety planning



- Deep understanding of and experience in family, domestic and/or sexual violence focused wraparound support, trauma informed care, service navigation, and referrals
- Demonstrated experience adapting practice in an inclusive, culturally responsive and trauma informed way
- Understanding of federal and state-based legislation including child protection legislation as relevant to service delivery
- Well-developed oral and written communication skills including ability to communicate effectively with a diverse range of cultural and social groups
- Ability to remain calm under pressure, with a flexible and positive approach and robust self-care practices in place
- Solid IT skills to work across phone and online platforms

Desirable knowledge or experience

- Experience supporting clients to access and engage with services that have clearly defined eligibility criteria
- Experience in payments and fraud

Required qualifications and/or accreditations

- Three-year Bachelor's degree in a relevant field
- Eligibility for professional registration with any of the following governing bodies – ACA, PACFA, AASW or AHPRA

Skills

- Trauma-informed and culturally safe support
- Case management
- Motivational interviewing
- Risk and needs assessment
- Safety planning
- Financial guidance
- Crisis intervention
- Goal setting and action planning
- Stakeholder collaboration
- Referral coordination
- Record-keeping and compliance
- Strong communication and active listening

Additional Information

- Any offer of employment at 54 reasons will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- 54 reasons is an Equal Opportunity Employer

Driver's Licence:

Not required

Travel:

Nil

Working with Children Check:

Required

Assets:

Laptop