



## Intake and Support Worker Position Description

<b>Reporting to:</b>	Team Leader / Service Manager	<b>Work location:</b>	Flexible (home-based)
<b>Department:</b>	54 reasons	<b>Budget holder:</b>	No
<b>Team:</b>	Leaving Violence Program	<b>Direct reports:</b>	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 Intake and Support Worker is part of our team delivering the Leaving Violence Program (the 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 are leaving, or have recently 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.

The Intake and Support Worker is a critical role in providing safe, high-quality, and trauma-informed support for victim-survivors of family, domestic, and sexual violence. Acting as the first point of contact for individuals accessing the Program, the role supports their pathway through the Program by completing risk, needs, and safety assessments, ensuring Program evidence requirements are met, and guiding them to the right supports.

### Here your skills will be valued

In this role, you will be the first point of contact for victim-survivors of FDSV, ensuring they receive timely, consistent, and appropriate individualised support through applying a trauma-informed, culturally sensitive, and person-centred approach that is responsive to diverse needs, focused on:



### **Initial Engagement and Evidence**

- Conduct initial intake assessments, gathering demographic details via webform or direct calls
- Ensure Program eligibility and evidence requirements are clearly explained and met
- Guide individuals through the next steps in their support journey, applying a “no wrong door” approach for on-referrals to more appropriate services as needed
- Listen with empathy and apply culturally responsive practice to ensure engagement is respectful and inclusive of diverse communities, including Aboriginal and Torres Strait Islander peoples

### **Risk Assessment**

- Undertake comprehensive FDSV risk assessments to identify immediate and evolving risks
- Prioritise victim-survivor needs and ensure urgent safety concerns are addressed
- Apply culturally sensitive and trauma-informed approaches to ensure assessments are inclusive and respectful

### **Safety Planning**

- Develop and update initial safety plans with victim-survivors to address immediate safety and support needs
- Ensure safety plans include clear, actionable steps and strategies that can be implemented right away
- From time to time, support the development and monitoring of extended (12-week) safety plans where required, recognising changing risk levels and Program demands
- Ensure safety planning approaches are culturally responsive, adapting strategies to meet diverse needs

### **Referrals and Support Pathways**

- Provide clear and supported pathways, including referrals to specialist legal, housing, counselling, and financial support services
- Identify individual cases that meet mandatory or police reporting requirements and follow appropriate protocols to ensure safety
- Offer additional guidance and connect victim-survivors to broader community services, including specialist FDSV case management, financial counselling, and other supports
- Ensure referrals are culturally appropriate, engaging services that can meet the unique needs of diverse communities

### **Ongoing Monitoring and Flexibility**

- Be flexible and adaptable to undertake any function across the client journey, supporting victim survivors as Program needs evolve
- This may include, but is not limited to, carrying out ongoing FDSV-specific risk assessments, conducting thorough safety planning both initially and throughout the 12-week period, supporting victim-survivors to provide eligibility evidence, providing financial guidance and support, and making referrals to other services such as counselling, legal assistance, specialist FDSV case management, financial counselling, and broader community supports
- Continuously assess evolving risk factors unique to each individual and update records and support plans accordingly
- Maintain accurate records and collaborate with internal teams to enhance service efficiency
- Use Salesforce for record keeping and Genesys for queue/time tracking, ensuring accurate and consistent records

### **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**

- Minimum of three years' experience conducting FDSV risk and needs assessments in crisis or support service environments
- Demonstrated experience in safety planning, including the development, review, and monitoring of safety plans responsive to changing levels of risk
- Strong background in trauma-informed support, consistently applying person-centred and evidence-based approaches in practice
- Experience providing initial intake support, including completing intake forms, gathering demographic information, and verifying Program eligibility evidence
- Proven capability in support line, intake and triage, crisis response, or other high-volume client support roles (telephone and/or online intake or triage experience in a relevant context is highly regarded)
- Demonstrated ability to deliver culturally responsive support, ensuring services are inclusive, respectful, and accessible to individuals from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples and those from culturally and linguistically diverse communities
- Skilled in managing sensitive conversations with empathy, professionalism, and emotional resilience in high-pressure or crisis contexts
- Agility to adapt to Program changes, with a focus on contributing ideas, identifying improvements, and strengthening service delivery

**Required qualifications and/or accreditations**

- Bachelor's degree (or higher, e.g. Master's) in Social Work, Psychology, Counselling, Social Sciences, or a related field
- Eligibility for registration with a recognised peak body: AASW, PACFA, ACA, or AHPRA
- Verified right to work in Australia
- Overseas qualifications formally recognised by an Australian professional body

**Skills**

- Risk assessment
- Trauma-informed and culturally safe communication
- Safety planning
- Crisis intervention
- Referral pathways
- Mandatory reporting
- Data accuracy

- Empathy
- Stakeholder collaboration

## Additional Information

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- 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

<b>Driver's Licence:</b>	Not required	<b>Travel:</b>	Nil
<b>Working with Children Check:</b>	Required	<b>Assets:</b>	Laptop