



**ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE
INC**

Intake Support Worker

POSITION DESCRIPTION

Position Title and Program Designation:	Intake Support Worker, Housing Program
Status:	Full time, Fixed term contract
Contract Dates:	Start date to be negotiated, contract end date the 30 June 2023
Work Hours:	75 hours per fortnight
Pay Award and Classification:	SCHCADS Award Level 5

Although there is some flexibility in working hours, according to the needs of the team, it is expected that as far as possible, this position is worked 7.5 hours per day, 10 days per fortnight covering the service hours of 9.00am – 5.00pm Monday to Friday. Specific start and finish times and work days will be negotiated with the Manager with reference to the employee's needs, the needs of the Program team, and the wider organisation. This position may occasionally require some after-hours or weekend work as directed by the Manager and/or Management Committee.

FUNDING

This position is funded through the Immediate Housing Response to Families funding and is contingent on recurrent funding being provided by the Department of Communities, Housing and Digital Economy. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation fulfilled.

REPORTING AND ACCOUNTABILITY

This position is directly accountable to the Team Leader, Housing Program, and indirectly to the Manager and to the Zig Zag Management Committee. All employees are expected to engage in supervisory processes and to be accountable for all aspects of their work at Zig Zag.

INTAKE TEAM OBJECTIVE

The Intake Support Worker will work collaboratively and supportively within the Zig Zag Intake team in the effective delivery of high-quality information, support, and advocacy services to young women aged 12 – 25 years who have experienced sexual violence and /or are experiencing homelessness or housing instability, including young parenting women. The Intake team achieves this through the provision of specialist information and warm referral,

youth focused safety and support needs assessment, brief practical and planned support and advocacy, and outreach.

POSITION OBJECTIVE

The Intake Support Worker is responsible for providing support to young women aged 12 – 25 years who have experienced sexual violence and /or are experiencing homelessness or housing instability, including young parenting women. The role's key responsibilities include initial intake and youth focused safety and support needs assessment, specialist information provision and warm referrals, brief practical and planned support and advocacy, and outreach contact where appropriate.

This position will provide a high standard of ethical, respectful and culturally safe and appropriate service delivery to young women and any accompanying children, ensuring the principles of confidentiality, accountability and transparency are upheld. This role will also ensure that a high level of record keeping, data collection and reporting requirements are managed in a timely manner.

The Intake Support Worker is also responsible for providing brief practical and planned support, using collaborative approaches to improve outcomes and support available to young women who have experienced sexual violence, and/or are experiencing homelessness or at high risk of entering homelessness, and support young women to sustain their tenancies in either social, community, or private rental housing settings.

All employees are required to work within the bounds set by the Zig Zag mission statement, philosophy and practice framework. All employees are required to implement and adhere to the guidance provided by Zig Zag policy and procedures. This involves a commitment to:

- Utilising feminist and social justice principles in practice;
- Working within a self-management framework;
- Actively contributing to teamwork and team care;
- Utilising collaborative decision making processes, which requires a high degree of participation, communication, and personal responsibility; and
- Utilising consultative and transparent processes

PRIMARY DUTIES:

1. Telephone Intake Assessment, Information and Referral:

- Undertake youth focused intake assessment for all referrals including Redbourne Referral system, and engage a thorough safety and support needs assessment and warm referrals to relevant Programs/Services, either internally and/or externally, where appropriate.
- Provide appropriate and timely information, support and referral to young women who have experienced sexual violence; including information that will assist them to

access and navigate medical, forensic, police and criminal justice systems, and other relevant support services.

- Provide appropriate and timely information, support and referral, where safe and appropriate, to primary supporters who are assisting young women to access Zig Zag services (e.g. parents, family members, carers, etc.).
- Provide appropriate information to other professionals in responding to the needs of young women who are survivors of sexual violence, including advice on established interagency protocols and pathways for reporting sexual offences and accessing further medical, forensic, and legal systems.
- Provide appropriate and timely information and support to young women who are experiencing homelessness or housing instability; including information that will assist them to access and navigate housing and homelessness systems and services and provide upskilling and education around appropriate and safe housing options.
- Undertake formal QHIP assessment and relevant referral/s where appropriate.
- Updating Zig Zag's Vacancy Capacity Management System (VCMS) on QHIP as required.
- Schedule initial contact sessions and/or follow up onsite or outreach appointments with Zig Zag workers in relevant Program areas.

2. Brief Practical and Planned Support, Advocacy and Outreach

- Work alongside young women and any accompanying children using relationship based, person centred, youth focused, trauma informed, flexible, and culturally safe approaches to provide initial brief practical and planned support and advocacy to young women including initial contact sessions with young women.
- Undertake time-limited practical and planned support services either in a face to face, outreach or phone support capacity with young women to assist their access to specialist sexual assault counselling and/or homelessness and housing services and build appropriate supports within the community.
- Undertake assertive follow up and sustained engagement with young women who are currently waiting to access sexual assault counselling and support services at Zig Zag.

3. Utilise collaborative approaches to improve outcomes and support available to young women who have experienced sexual violence, and/or are experiencing homelessness or at high risk of entering homelessness

- Liaise, consult and develop strategic links with other service providers in order to provide collaborative support to young women.
- Provide information and education, referral pathways and assistance to young women to access material resources and brokerage support, when appropriate.
- Work collaboratively in the development and implementation of time limited group programs, community education, or social action projects as negotiated with the Sexual Assault Team or Housing Team, and direct supervisor/Team Leader.

4. Organisational and team participation.

Zig Zag is a feminist organisation that uses collaborative decision-making processes. Many operational and service delivery related decisions are made within the made within the Zig Zag Intake or Program Teams, and the wider Staff Team including support workloads, capacity management and approaches to direct service delivery. The Intake Support Worker requires a high degree of skills in collaborative decision making and will be accountable to their team and the organisation for decisions made. Each team member is expected to foster and maintain a supportive team environment through the consistent use of open and respectful communication. The following list identifies tasks that the Intake Support Worker is expected to participate in with respect to the general operations of the organisation.

Organisational Participation at Zig Zag

- Prioritise participation in staff meetings and whole of staff group supervision where appropriate and as negotiated with the Manager.
- Active participation in monthly internal supervision and regular external supervision.
- Represent Zig Zag and its programs appropriately and professionally within the community.
- Advocate on behalf of Zig Zag as determined by staff and/or Management Committee.
- Provide input into organisational systems and policy development to support best practice.
- Participate in organisational planning, review and evaluation, including strategic and operational planning activities.
- Where possible and appropriate, be actively involved in project development including the acquisition of funds.

Participation in Zig Zag Intake and Program Team Processes and Practice Approaches

- Active participation in team decision-making processes including Intake and Program team meetings and team group supervision sessions where appropriate, and as negotiated with the Team Leader.
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of ethical practice;
- Contribution to the review and development of policies and procedures directly related to the service delivery functions where appropriate.
- Developing and maintaining collaborative, respectful and purposeful relationships with other organisations and workers across the sector.
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of communication and ethical practice.
- Attendance at relevant training as negotiated within the Intake team and Team Leader.
- Participation in the documentation and evaluation of programs and/or activities delivered by Zig Zag.

- Collection of relevant reporting data for the funding body and contribution to other reporting requirements including monthly reports to Management Committee and input into Zig Zag's Annual Report.
- Undertaking administrative and accountability responsibilities relevant to your role within the organisation.
- Participation in relevant sector forums and networks.

ESSENTIAL REQUIREMENTS

1. Bachelor level qualifications in Social Work, Psychology, or the Social and Behavioural Sciences. Post-graduate qualifications will also be highly regarded.
2. A minimum of 2 years' experience in the provision of case management support, and/or therapeutic counselling and support to women or young people affected by sexual violence, domestic and family violence, and/or homelessness.
3. Current 'C' class driver's license.
4. Possession of a current *Working with Children Blue Card*.
5. Sound level of computer literacy including a working knowledge of standard Microsoft Office 365 programs, namely Word and Outlook.

KEY SELECTION CRITERIA

1. Describe your understanding of an intersectional feminist perspective and gendered analysis in relation to sexual violence and domestic and family violence, including a broad knowledge of the social factors impacting on young women experiencing homelessness, disadvantage and marginalisation.
2. Demonstrate your experience in the provision of complex case management, crisis and brief intervention approaches, and support and advocacy skills, particularly in relation to young women's experience of sexual violence and/or homelessness.
3. Demonstrate your knowledge of, and experience in the provision of specialist information, telephone counselling and support, and youth focused intake assessment including thorough safety and support needs assessment with young women who have experienced sexual violence and/or are experiencing homelessness.
4. Describe your understanding of issues impacting young parenting women, particularly young Aboriginal and Torres Strait Islander women, young women from culturally and linguistically diverse backgrounds, young women with disabilities, and young people identifying as LGBTQ+ and skills in effectively supporting these families.

5. Demonstrate your knowledge of specialist women's services (including sexual violence, domestic and family violence, women's health, and refuge), and youth homelessness and social housing service sectors in Queensland.

6. Demonstrated high level of interpersonal communication skills, including a commitment to self-reflective practices, and collaborative team decision making processes. Provide examples of how you have worked effectively and efficiently as an autonomous worker, and as part of a team, in a complex environment.