

Position Description

POSITION:	Redress Therapeutic Caseworker
REPORTS TO:	Redress Team Leader
DIRECT REPORTS:	None
BLUE KNOT VALUES:	We lead with hope With empathy, compassion and understanding, we advocate for and support people to heal and recover from complex trauma We uphold integrity As individuals and teams, we are accountable, transparent and inclusive; always delivering quality and excellence. We drive change As innovative thought leaders, we build trauma-informed communities to transform the lives of people affected by complex trauma

ABOUT THE ROLE

The Redress Therapeutic Caseworker role provides safe, trauma-informed and culturally safe Telehealth casework and counselling to adult survivors of institutional child sexual abuse inquiring about or engaging with the National Redress Scheme. The role supports people who have experienced institutional child sexual abuse to understand their options, prepare applications, and navigate related services, while maintaining safety, mental wellbeing, dignity, choice and control.

Role holders work collaboratively with internal and external stakeholders to provide timely, ethical, and empowering support. In the role, you will guide, stabilise and support clients through triage, onboarding, application, outcome and Direct Personal Response processes – writing applications, optimising application quality and supporting service user wellbeing while adhering to National Redress Scheme legislation and National Safety and Quality Digital Mental Health Standards

KEY DELIVERABLES

1. Service Delivery and Clinical Practice

- Provide accurate information/referrals related to the National Redress Scheme and civil litigation and complete initial intake process
- Triage new service users, onboarding them, and initiate schedules appropriate for application, outcome and direct personal response support.
- Support clients to regulate and stabilise, minimising risks of retraumatisation and of mental health deterioration associated with their trauma and the redress process.
- Deliver strengths-based casework including warm referrals and conducting risk assessments, safety planning and crisis intervention escalating per protocols, as needed.
- Establish and maintain safe, respectful, and professional therapeutic relationships, supporting service users in writing and submitting applications to the National Redress Scheme or similar programs.
- Coordinate with legal, advocacy, housing, financial or other support services as needed to facilitate optimal support and service user wellbeing
- Advocate for service user needs within the boundaries of the role and organisational capacity.

2. Documentation & Reporting

- Complete accurate confidential and timely case notes and comprehensive data, risk assessments and support plans in line with organisational policies and ethical guidelines by shift's end.
- Ensure compliance with NRS, organisational and legislative privacy requirements.
- Draft and submit comprehensive high quality redress applications, reviewed by Knowmore, and leadership as needed
- Promptly report critical incidents; engage in debriefs and reviews.
- Monitor own performance via dashboards and adjust practice to meet process changes and service and role-related KPIs.

3. Individual and Team Collaboration

- Proactively engage in self-care, regular internal and external supervision, debriefing, team meetings and reflective practice sessions.
- Complete all mandatory compliance and professional development including refresher training.
- Collaborate respectfully and work cohesively with peers, THS leaders, following leadership guidance on workflow and performance, and with other service areas, as needed
- Model ethical behaviour, Blue Knot values, Code of Conduct, upholding Blue Knot policies and processes, cultural humility, and self-awareness.
- Actively participate in feedback loops, team meetings, case discussions and professional development opportunities
- Contribute to a culture of continuous improvement by providing feedback on service processes, resources, and service user needs.

Quality & Safety

- Assess and respond to indicators of clinical risk, risk of harm, self-harm, child protection concerns, or other safety risks, and escalate as per protocols.
- Ensure all activities comply with service delivery guidelines, NSQDMHS clinical governance frameworks, RSS Maturity Framework, relevant ethical standards and professional body requirements.
- Assess and respond to indicators of clinical risk, risk of harm, self-harm, child protection concerns, or other safety risks, escalating as per protocols
- Promote cultural competency, diversity, inclusion and accessibility in service delivery.
- Participate in the ongoing improvement of the Blue Knot processes in line with trauma-informed principles, best practice and Blue Knot's mission and values.
- Comply with information management, risk management, quality management processes, recordkeeping, privacy, confidentiality and other organisational policies and procedures.
- Promote a safety culture and follow both quality and safety management system processes.
- Meet statutory obligations as Mandatory Reporter.

QUALIFICATIONS & EXPERIENCE

- **Mandatory:**
 - Current non-provisional membership with ACA, PACFA or AHPRA.
 - Tertiary qualification in counselling, psychology or social work.
 - 3+ years post qualification experience in complex trauma via Telehealth.
 - Competent in risk assessment, case management, crisis response and referral pathways.
 - Intermediate–advanced MS Office, SharePoint/Teams, Salesforce/CRM skills.
- **Desirable:**
 - Demonstrated experience supporting highly complex National Redress applications.
 - Previous experience providing counselling to adult survivors of childhood sexual abuse within an institutional setting.
 - Familiarity with legal, financial and advocacy supports.

CORE COMPETENCIES

- Understands the impacts of complex trauma and works from an attuned trauma-informed frame to minimise retraumatisation and support safety and stabilisation.
- Recognises indicators of risk, self-harm, family violence, and child protection concerns, conducting risk assessments and safety planning, escalating high-risk situations appropriately and in a timely manner.
- Uses active listening, empathy and psycho-education to deliver effective, compassionate support within service scope and support regulation and containment.
- Maintains consistent boundaries operating with relevant ethical and legal frameworks, communicating respectfully with all service users and staff, and following leadership instruction around performance and workflows.
- Demonstrates cultural humility, respect for diversity, and inclusion and supports service users to navigate and access systems and services with dignity.
- Accurately and concisely records applications for submission, case notes, risk indicators, and interventions in a timely manner.

- Manages own emotional responses in the face of service user distress or trauma disclosures, using supervision, debriefing, and self-care for wellbeing, and recognising early signs of vicarious trauma, burnout, or overwhelm.
- Engages in critical reflection and clinical supervision to improve practice, welcoming and leveraging feedback to inform learning and growth.
- Works collaboratively sharing insights and resources, contributing to a psychologically safe team culture, upholding integrity, confidentiality and service user dignity always.
- Confidently uses phones, webchat, telephony, case management systems and CMS ensuring privacy, professionalism, and clarity in digital communications.

AVAILABILITY

- Part time across Monday to Friday service schedule.
- A willingness to work flexibly in line with the needs of the role and the organisation.
- Our organisation works remotely; therefore, this arrangement is currently home based with a requirement to attend meetings and workshops at other locations as required. The employer reserves the right to change the location to suit the needs of the Company.

OTHER REQUIREMENTS

- It is a requirement that all BKF employees have a valid and current national police check/criminal History Check for the duration of their employment.
- This role requires a valid and current Working with Children/Vulnerable Persons clearance for the duration of their employment.
- A safe and WH&S compliant home office space with access to a reliable internet connection speed tier of NBN50/20 (or better).
- Blue Knot is a trauma-informed organisation, and it is important that behaviours, attitudes and approaches of all employees are consistently underpinned by the organisation's values, Code of Conduct and trauma-informed principles.