

Position Description	
<b>Position Title:</b>	Redress Program Support Officer
<b>Position Type:</b>	Permanent (Full-Time) or (Part-Time)
<b>Position Level:</b>	SCHADS Level 3
<b>Location:</b>	Darwin/Alice Springs, Northern Territory
<b>Responsible to:</b>	Team Leader, Redress Support Services

### About Relationships Australia NT

Relationships Australia NT (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Relationships Australia NT is accredited as a Safeguarding Children organisation with the Australian Childhood Foundation. Therefore, all staff working at RA-NT are required to complete training regarding Safeguarding Children and mandatory reporting upon induction at RA-NT. Staff need to commit to the RA-NT Code of Conduct and all Safeguarding Children related policies.

### Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection and respectful relationships.

### Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value:	This means:
Listen with compassion	We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
Work together with respect	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
Celebrate difference and promote fairness	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.
Strive for quality and trust	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about

our clients, ourselves and best practice, to deliver the best services and programs that we can.

## **Position Statement**

The Redress Program Support Officer provides client support, waitlist coordination, and administrative assistance within the Redress Support Services program. The role supports client engagement and continuity of care by coordinating processes, maintaining contact, and assisting counsellors and the Team Leader, while working within clearly defined scope and organisational guidelines.

## **Key accountabilities and deliverables**

### **1. Intake Support and Eligibility Screening**

- Undertake initial contact and intake support for people seeking Redress Support Services, gathering relevant information in a trauma-informed and culturally responsive manner.
- Provide program-level eligibility screening in line with RA-NT Redress Support Services protocols (not clinical assessment) and assist clients to understand service pathways and next steps.
- Clearly explain the role and limits of the service, referral pathways, and expected timeframes.
- Escalate complex presentations, risk concerns, or eligibility uncertainties to the Team Leader or appropriate practitioner.

### **2. Waitlist Management and Client Contact**

- Maintain regular, supportive contact with clients on the waitlist, providing updates on timeframes, service processes, and available interim supports.
- Monitor practical indicators of vulnerability (e.g. disengagement, distress during contact, changes in financial or housing stability) and flag concerns to the Team Leader for review or prioritisation.
- Provide regular updates to the Team Leader regarding waitlist trends, emerging pressures, and service demand issues.

### **3. Application Progress and Client Updates**

- Liaise with counsellors, caseworkers, and administrative staff to gather accurate, up-to-date information about clients' Redress application progress where required.
- Communicate updates to clients in a clear, empathic, and supportive manner, using appropriate reassurance, validation, and boundary-setting within role scope.

### **4. Counsellor Support and Case Management Assistance**

- Provide administrative and coordination support to counsellors within Specialist Support Services, including assistance with referrals, documentation, follow-ups, and appointment coordination.
- Assist with non-therapeutic case management tasks that support continuity of care and timely service delivery.
- Work collaboratively with the SSS team to respond to emerging service needs within role scope, policies, and procedures.

## **5. Administration, Supervision, and Quality Improvement**

- Maintain accurate, confidential, and timely client records in accordance with organisational, funding, and privacy requirements.
- Participate in reflective supervision and professional development as a practitioner receiving supervision, to support safe, trauma-informed practice.
- Contribute to service improvement activities, including feedback, procedural refinement, and documentation related to intake, waitlist management, and client coordination.

## **Qualifications and Experience**

### **Essential**

- Demonstrated experience in client support roles within social services, community services, or human services settings, such as intake, coordination, advocacy, administration, or case support.
- Strong interpersonal and communication skills, with the ability to engage sensitively and professionally with people affected by trauma and complex life experiences.
- Demonstrated ability to work respectfully and inclusively with Aboriginal and Torres Strait Islander peoples and people from diverse cultural backgrounds.
- High level of organisational skills, attention to detail, and ability to manage competing priorities and follow-up tasks.

### **Desirable**

- Experience using client management systems (e.g. Penelope).
- Understanding of trauma-informed, culturally responsive, and strengths-based practice principles as they apply to client support and intake roles.
- Awareness of the National Redress Scheme and the emotional impacts for survivors of institutional child sexual abuse.

### **Requirements**

- A satisfactory Northern Territory working with children check (Ochre Card).
- A satisfactory national criminal history check.

- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.
- Comply with RA-NT employee organisational policies and procedures.
- A commitment to the goals and values of RA-NT.
- Current NT Driver's License.

***Please note that Position Descriptions are under regular review and may be changed by the Chief Executive Officer, after consultation, at any time.***

### **Acknowledgement**

I have read, understood, and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date: