

Position Description

Counsellor Advocate (intake)

Classification:	Allied Health Professional Grade 2 (Social Worker or Psychologist)
Business unit/department:	Northern Centre Against Sexual Assault
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025 Choose an item.
Employment type:	Part-Time
Hours per week:	30.4
Reports to:	Manager, Northern CASA
Direct reports:	N/A
Financial management:	N/A
Date:	September 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

The Intake Clinician is the role responsible for providing intake, assessment, triage and crisis responses to people accessing NCASA. The position plays a pivotal role in ensuring victim survivors receive timely, trauma-informed and clinically appropriate responses at their first point of contact with the service.

Working within a specialist sexual assault service and supervised by a Senior Counsellor/Advocate, the Intake Clinician undertakes comprehensive psychosocial and risk assessments, provides single-session therapeutic interventions, crisis counselling, advocacy and safety planning, and determines the most appropriate service response for each client. This may include referral into

NCASA's therapeutic program, brief intervention, referral to external services, consultation with partner agencies, or coordination of immediate crisis care.

The role requires highly developed clinical assessment skills, sound professional judgement and the ability to respond effectively to complex presentations, often involving acute trauma, significant distress, suicide risk, family violence, mental ill health and other intersecting vulnerabilities. The Intake Clinician works collaboratively with the broader team and external stakeholders to ensure victim survivors receive responsive, coordinated and trauma-informed care.

About the Northern Centre Against Sexual Assault

NCASA is the regional sexual assault support service for the Northern Metropolitan region of Melbourne and a department of Austin Health.

NCASA provides therapeutic counselling to adults and young people over the age of 12 years, who have experienced sexual assault in the past or recently, and to their non-offending family members and friends. NCASA provides a range of services including 24-hour crisis care for victims of a recent sexual assault, counselling, group work, advocacy, secondary consultation and training for other professionals and community education.

At NCASA we value inclusivity, diversity and intersectionality, and are passionate about ensuring victim survivors are provided with timely support and that the silence which surrounds sexual assault continues to be broken.

We believe that the journey undertaken by people recovering from sexual assault trauma, by dealing with its impacts, is one of spirit, hope and dignity. People can and do overcome the effects of sexual assault.

Position responsibilities

Role Specific

- Provide clinical triage, intake and assessment for referrals to NCASA, ensuring timely, equitable and trauma-informed access to services.
- Undertake comprehensive psychosocial, risk and needs assessments to determine the most appropriate service response.
- Provide single-session assessment, crisis intervention, brief therapeutic support, safety planning and psychoeducation to victim/survivors and their non-offending family members and supporters.
- Deliver daytime and potentially after-hours crisis care responses to adults who have experienced a recent sexual assault, including advocacy and coordination with police, health and forensic services where required.
- Make informed clinical decisions regarding allocation to ongoing counselling, brief intervention, referral to external services or other appropriate pathways.
- Manage complex and high-risk presentations, including those involving suicidality, self-harm, family violence, mental illness, substance use and significant psychosocial vulnerability.
- Provide specialist secondary consultation, advice and support to internal colleagues and external professionals regarding sexual assault presentations and referral pathways.
- Develop collaborative working relationships with hospitals, mental health services, police, child protection, family violence services and other key stakeholders to facilitate integrated care.



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

- Participate in supervision, peer consultation and reflective practice to support safe and effective clinical decision making.
- Contribute to continuous improvement initiatives, service development and evaluation activities within the Intake and Crisis Response program.
- Undertake other duties consistent with the position, including contributing to education, consultation and service development activities.

Quality and Risk

- Deliver services in accordance with relevant legislation, professional standards and Austin Health clinical governance requirements.
- Participate in quality improvement activities, audits and accreditation processes.
- Ensure compliance with mandatory training requirements.
- Maintain accurate clinical records, data collection and reporting requirements.
- Identify and escalate clinical risk appropriately, contributing to a culture of safety and continuous improvement.

Professional Development

- Participate in team meetings, supervision, education and professional development activities.
- Maintain contemporary knowledge of best practice in sexual assault, trauma, crisis intervention and mental health.
- Contribute to a positive team culture through knowledge sharing, peer support and reflective practice.

Information Management

- Record information in client medical records in accordance with Austin Health documentation standards, policies and procedures.
- Adhere to Austin Health policies and procedures relating to information management, privacy, confidentiality and use of information technology systems.
- Maintain accurate statistical data and other reporting requirements in accordance with organisational procedures.

Selection criteria

Essential skills and experience:

- Demonstrated commitment to the values of Austin Health and to feminist, intersectional and trauma-informed practice, with a strong commitment to equitable access for victim survivors from marginalized and diverse communities.
- An approved tertiary qualification in Social Work with eligibility for membership of the AASW, or full registration as a Psychologist with AHPRA.
- Minimum of three years' post-qualification experience, preferably within specialist sexual assault, family violence, crisis, mental health or other trauma-focused services.
- Demonstrated expertise in comprehensive psychosocial assessment, clinical triage, risk assessment, crisis intervention and formulation of appropriate care pathways.
- Demonstrated understanding of the impacts of sexual assault, complex trauma and interpersonal violence across the lifespan, including the immediate and longer-term impacts on victim/survivors and their families.
- Demonstrated knowledge of current family violence legislation, Multi-Agency Risk Assessment



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

and Management (MARAM) Framework, and other relevant Victorian service systems.

- Exceptional interpersonal and communication skills, including the capacity to engage compassionately with clients experiencing acute distress, consult effectively with multidisciplinary professionals, and contribute positively to a collaborative team environment.
- Highly developed written, verbal and digital communication skills.
- Current Working with Children Check and satisfactory National Police Check.

Desirable but not essential:

- Experience working within a specialist sexual assault service, acute health setting, crisis service and/or community mental health service.
- Experience providing secondary consultation and working collaboratively across health, justice, child protection and community service sectors.
- Experience delivering single-session interventions, brief therapeutic responses and crisis counselling.
- Knowledge of the Victorian sexual assault service system, child protection system, forensic response pathways and relevant legislation.
- We strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, LGBTIQ+ communities and people with disability, that strengthens our capacity to provide culturally safe, inclusive and accessible services.

Professional qualifications and registration requirements

- An approved tertiary qualification in Social Work with eligibility for membership of the AASW, or full registration as a Psychologist with AHPRA.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future