**Position Description.**

**Redress Case Coordinator**

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| **Position Title:** | Redress Case Coordinator |
| **Classification:** | SCHADS Level 4 |
| **Position Number:** | 4.3.004 |
| **Reports To:** | Redress Team Leader |
| **Direct Reports:** | None |
| **Team** | Redress Team |
| **Key internal contacts** | Director Clinical and Client Services, Senior Clinical and Client Services Managers, Redress Case Management and Community Engagement Officers, Aboriginal and Torres Strait Islander Redress Specialist, Trauma Specialist Counsellors |
| **Key external contacts** | Clients, relevant partner and referral agencies, consultants |

# PURPOSE OF THE POSITION

The Redress Case Coordinator will support Full Stop Australia’s role as a Redress Support Service (RSS) for the National Redress Scheme (NRS), maintaining critical administrative infrastructure to ensure seamless service delivery and capture valuable insights for continuous improvement. This position bridges direct client support and systems management, ensuring both individual clients and the broader service operate effectively while maintaining trauma-informed principles throughout all administrative processes.

KEY ACCOUNTABILITIES

The Redress Case Coordinator role entails:

* Intake assessments for clients eligible for engagement with the NRS.
* Provide clinical administration support to the Redress Service through initial triage of referrals in consultation with Redress Team Leader and Intake worker.
* Track Redress Service clients as they move through the Intake and Application process. This will involve the use of Full Stop client management software and in communication with the NRS.
* Providing administrative support to prepare relevant client documentation to support the NRS application process.
* Ensure high quality data collection in line with relevant NRS and Full Stop Australia Clinical Policy and Procedures.
* Enhance the client journey by facilitating warm referrals, check-ins and follow-up, in line with the established case management plan.
* Participate in the range of relevant internal and external Redress Service meetings, forums and professional development.
* Other activities as directed by the Redress Team Leader.

The Redress Case Coordinator will also:

* Comply with the organisation’s policies and procedures.
* Work in accordance with the organisation’s best practice and quality assurance framework.
* Participate in the organisation’s projects and activities.
* Attend and actively participate in the organisation’s meetings.
* Maintain an awareness of socio, political and feminist issues.
* Participate in professional development.
* Ensure work practices are ethical and comply with Full Stop Australia’s Code of Ethics and the code of the any professional associations the employee may be a member of.

KNOWLEDGE, SKILLS AND EXPERIENCE

**Essential**

* Commitment to and understanding of the provision of services from a feminist perspective.
* Knowledge of the causes and consequences of sexual assault, family and domestic violence.
* Certificate IV level qualification in relevant human services or equivalent.
* Relevant experience in a trauma-informed service delivery.
* Experience in records management and data entry.
* Community engagement and stakeholder engagement experience.
* Understanding of impacts of institutional childhood sexual abuse.
* Demonstrated ability in working cross-culturally.
* Knowledge of the Women’s Health and NGO sector.

**Desirable**

* Previous experience working with the National Redress Scheme

Sighted and agreed to by Redress Case Coordinator:

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| **Name:** |  |
| **Signature:** |  |
| **Date:** | DD/MM/YYYY |

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| **Current as at:**  | September 2025 |
| **Review due:** | September 2026 |
| **Consultation by:** | <List Appropriate> |
| **Approval by:** | Director Clinical and Client Services |