



Position Description

Intake Officer

Community and Family Care
October 2020

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Intake Officer

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Community and Family Care

Wesley Mission's Community and Family Care teams build resilience and strengthen capacity in the local communities where we work. We will provide front line care to people (within NSW) who seek our services on voluntary basis. We will support people using trauma-informed person-centred approaches in a holistic manner. We will actively seek to “Do All the Good We Can, By All the Means We Can, In All the Ways We Can,” for the whole of community. We are committed to local communities, the traditional owners, the new arrivals, the local people and Wesley's meaningful presence within the local space. We are committed to finding ways to support and address the local un-met need. We will identify and respond to hidden and emerging needs in our local communities.

The main areas in Community and Family Care are:

- | | |
|---------------------------------|------------------------------------|
| • Brighter Futures | • Financial and Gambling Services |
| • Family Centres | • Emergency Relief |
| • Targeted Earlier Intervention | • Specialist Homelessness Services |
| • Multicultural Programs | • Mums and Kids Matter |
| • Worksmart | • Getting it Together |
| • Youth Health | • Assistance with Care and Housing |
| • Young Healthy Minds | • ParentsNext |
| • Youth Hope | • Executive Management team |



3. Overview of role

The Intake Officer role is funded by the NSW Department of Community and Justice, under the Targeted Earlier Intervention program. The Intake Officer will provide welcoming, professional and responsive service to all clients and community members who contact our office at Bella Vista. This includes; referrals, case notes, data entry and management, information provision, initial needs identification and risk assessments.

The Intake Officer is also responsible for the smooth and efficient facilitation of the Bella Vista site. Roles include but are not limited to; ordering of supplies, diary management and arranging appointments, booking meeting rooms and conference facilities and maintaining the organisations social media accounts. The Intake Officer is an integral part of the TEI Earlier Intervention program and service and is often the first point of contact for clients.

Targeted Earlier Intervention Program

Vulnerable children have the best chance of leading a full and happy life if they live within families who give them life-long, stable, loving relationships, and if they belong to communities which cherish them¹¹. The vision for the TEI program is that:

- Families, children and young people's needs are met early to prevent the escalation of need
- Families are able to access support earlier in the lives of their children and young people, and are empowered to live independent, meaningful lives
- Risk factors that lead to child abuse, neglect, and domestic and family violence are addressed early
- Aboriginal children, young people, families and communities have access to timely, effective, accessible and culturally safe support and services.

With a focus on earlier intervention, the TEI program provides targeted services at the point where they can have the most impact - early in life and early in need. By encouraging community based solutions, alongside tailored formal supports, TEI services can ultimately prevent children and young people from entering the statutory child protection system.

The TEI Program can achieve this by:

- Actively engaging with vulnerable children, families and communities, and working with them to provide the services they need, which may involve coordinating service provision across the sector
- Helping communities to support and protect their members, through building stronger social connections and support networks
- Recognising the importance of culture in nurturing a sense of safety for Aboriginal children and young people in their family and broader communities
- Supporting parents to meet the emotional, physical and material needs of their children, through warm and nurturing interactions and encouragement
- Assisting children to have the strongest possible start to life, to reach age appropriate milestones and reach their potential
- Assisting young people to stay connected

This position works in accordance with SCHADS 4 (attachment A)



4. Relationships

Reports to: Team Leader

5. Major role responsibilities

5.1 Our clients

- Work within TEI guidelines and practice principles
 - o Be child, young person and family centred and build capacity for change
 - o Use a strengths based approach to planning and implementation
 - o Use a child wellbeing lens for holistic action
 - o Build social capital within communities
 - o Employ a life course approach, using natural development phases and transition points as 'triggers' for service delivery (becoming pregnant, first 1,000 days of a child's life, mothers returning to work, entry into early learning, starting school, transition to high school, and so on)
 - o Provide outcomes based services, utilising common screening, monitoring and assessment processes
 - o Recognise the impact of trauma and develop and implement trauma informed policies and practices
 - o Be flexible and reflect that families needs are not static, resulting in families transitioning in and out of hardship and disadvantage
- Work within evidence informed practice to provide services to the target group for the Targeted Earlier Intervention Program - vulnerable children, young people, families and their communities, within NSW.

Within this broad target group, the TEI Program has three priority groups:

- o 0-3 years olds
- o Younger parents (at least one parent is under 20 years)
- o Aboriginal children, young people, families and communities in NSW
- Support TEI staff with current programs and group initiatives to meet desired outcomes for clients
- Develop pathways and partnerships to continuously improve supported referrals, connections and sector capacity building within the local community and service system. This includes participating and engaging in local interagency groups or TEI governance committees
- Ensure Aboriginal, CALD and disability accessibility and capability - these activities and capabilities will proactively enable individuals and families to access services and determine the way their support is provided
- Work within the NSW Care and Protection Framework, actively screening for children at risk of harm and reporting appropriately
- Work within the NSW Principles guiding the protection of children impacted by domestic and family violence
- Promote Wesley Mission's principle of joined up thinking and practice

5.1.1 Performance Measures

- achieve 90% client satisfaction
- achieve or exceed all targets
- evidence that domestic violence and child protection screening is common practice



- evidence of priority target group accessing services and given priority access
- evidence of quality partnerships and increased cross referrals across sector
- evidence of quality partnerships and increased cross referrals within Wesley Mission

5.2 Our people

- complete Wesley Mission induction and orientation program and mandatory training
- attend and participate in regular support meetings and team meetings
- attend and participate in annual Employee Contribution & Development process
 - continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- commit to a continuing process of personal self-development, training and skills acquisition
- work with leadership team to develop, implement, maintain and consistently review an evidence informed practice model
- ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- attend Life of the Mission events as advised by supervisor – there is an expectation that all staff will attend Wesley's Thanksgiving Service on the first Sunday in December
- be a part of creating a team culture of support and respect
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- regularly report to your supervisor on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings

5.2.1 Performance Measures

- successfully achieved induction and orientation and mandatory training
- attendance at Wesley Thanksgiving Service and other Life of the Mission events
- engaged with new practices, policies and procedures

5.3 Our operations

- ensure the reputation and integrity of Wesley Mission is maintained at all time
- contribute to program performance monitoring through reporting systems leading to measurable accountability as required by Family and Community Services
- advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, ensuring brand compliance and use of correct templates
- contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- greet clients as they arrive, manage incoming phone calls, book appointments, monitor centre stock levels, manage payments, and organise specialist consultations.
- contribute to evaluation and quality improvement of programs
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work



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- maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies
- promote the grievance procedure to all clients and respond in line with the Wesley Mission Grievance Procedure.

5.3.1 Performance Measures

- regular reporting requirements are met
- % increase in the number of referrals received from other organisations
- number of local network/interagency meetings attended
- achieved working knowledge of:
 - o funding specifications and guidelines
 - o Wesley Mission employee handbook
 - o relevant policy and procedures

5.4 Our financials

- commitment to proactively planning our programs at the beginning of the year to minimise over or underspends at the end of financial year
- Wesley resources are maintained and serviced as required
- commitment to retaining current funding through working within funding guidelines and providing a best practice service
- proactively seek new funding opportunities

5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- evidence of proactive program planning and reduced over/underspend
- Current funding maintained

6. Professional responsibilities

- other activities to support the delivery of the Wesley Community and Family Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they encounter, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission



- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality

7. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience

Essential criteria

- Demonstrated experience in the delivery of telephone assessment and referral services to individuals, families and communities with diverse and complex cultural, emotional and social needs.
- Experience with electronic client data bases and portals and the effective management of client information
- Experience in coordinating office activities and operations to secure efficiency and compliance to Wesley Mission policies and procedures
- Demonstrated experience and expertise in information provision, initial needs identification, risk assessment and referral in community based settings
- high level ability to liaise, develop and maintain relationships with professional groups including community services and other government and non-government stakeholders
- Commitment to work effectively with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse organisations and communities
- Management of office and sites with roles including; diary management and arranging appointments, booking meeting rooms and conference facilities and maintaining the organisations social media accounts
- willingness to affirm Wesley Mission's vision, mission and values
- Proven experience in providing appropriate information and referral pathways for clients requiring access to services
- current NSW or National driver's license and working with children's check

Desirable criteria

- *Working knowledge of the local child and family support sector in the Hills and Blacktown Districts*
- *Minimum 2 year experience in the community sector*
- *Minimum of Certificate 4 in Business Administration or equivalent*



Attachment A

Social and community services employee level 4

Characteristics of this level

- A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.
- General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or several work areas.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Responsibilities

- To contribute to the operational objectives of the workplace, a position at this level may include some of the following: undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- identification of specific or desired performance outcomes;
- contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- provide administrative support of a complex nature to senior employees;
- exercise responsibility for various functions within a work area;
- provide assistance on grant applications including basic research or collection of data;
- undertake a wide range of activities associated with program activity or service delivery;
- develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- apply computer programming knowledge and skills in systems development, maintenance and implementation;
- provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:



- o liaise with other professionals at a technical/professional level;
- o discuss techniques, procedures and/or results with clients on straight forward matters;
- o lead a team within a specialised project;
- o provide a reference, research and/or technical information service;
- o carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;
- o perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
- o assist senior employees with the planning and co-ordination of a community program of a complex nature.

Requirements of the position

Skills, knowledge, experience, qualifications and/or training

- knowledge of statutory requirements relevant to work;
- knowledge of organisational programs, policies and activities;
- sound discipline knowledge gained through experience, training or education;
- knowledge of the role of the organisation and its structure and service;
- specialists require an understanding of the underlying principles in the discipline.

Prerequisites

- relevant four year degree with one years relevant experience;
- three year degree with two years of relevant experience;
- associate diploma with relevant experience;
- lesser formal qualifications with substantial years of relevant experience; or
- attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,
- Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.
- Employees working as sole employees will commence at this level.

Organisational relationships

- works under general direction;
- supervises other staff and/or volunteers or works in a specialised field.

Extent of authority

- required to set outcomes within defined constraints;
- provides specialist technical advice;
- freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
- solutions to problems generally found in precedents, guidelines or instructions;
- assistance usually available.