Position Description

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| Position Title: | Family Intake Worker | Position Grade: | SCHADS Level 5  |
| Department/Division: | Family Intake | Position No. |  |
| Reporting to: | Intake Manager |
| Position summary/purpose: | The Family Intake Worker provides high quality Intake screening, program matching for all individuals and families, and referrals as part of drummond streets’ centralised Family Intake Program.  |
| Key Responsibilities |
| * To deliver high quality intake services for DS clients in accordance with policies and procedures;
* To sensitively conduct comprehensive screening for clients accessing DS programs and services, ensuring a whole-of-family approach and that broad needs are identified and addressed
* To conduct risk assessments with all families and respond according to DS policies;
* To match clients to programs and services internal to DS, and to facilitate client access to the full range of community services within the mental health and broader service system
* To build relationships with a range of external health and welfare providers for the purpose of making appropriate client referrals, and marketing and promoting agency programs;
* To ensure that all required data is entered onto Client database accurately and completely; and
* To contribute to the on-going development and evaluation of the family intake program.
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| Key Competencies/Skills (no more than 6 of each) | Experience Profile (incl Qualifications) (No more than 6) |
| Competency | Technical/Functional |  |
| * Client focus, including culturally and LGBTIQ aware
* Takes responsibility for work outcomes and follows through with commitments
* Commitment to social justice values
* Ethical approach, displays integrity and ethics
* Time management and organisational skills
 | * High level telephone-based counselling skills
* High level assessment skills including risk assessment
* Sound information technology skills
* Sound knowledge of public health approaches to mental health and well-being
 | * Social Work or Psychology or similar undergraduate degree;
* Demonstrated experience of working with individuals, couples, and families with complex needs such as family violence, drug and alcohol and mental health issues;
* Experience working within the mental health service system and knowledge of mental health issues, impacts and navigation of the service system;
* Demonstrated capacity to work as part of a team and contribute actively to the viability and functions of a busy community services organisation;
* Demonstrated capacity to provide telephone-based counselling; and
* A genuine interest and commitment to working from a social justice framework in response to intersectional experiences, including cultural diversity, First Nations People, LGBTIQ people, and people with disability.
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| Position Dimensions | Decision Making Authority |
| No. Of FTE: 0.6 | Responsible for managing intake processes in line with DS policies and procedures |