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. | | | | | |
| 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. | | |
| Position Dimensions | | | Decision Making Authority | | |
| No. Of FTE: 0.6 | | | Responsible for managing intake processes in line with DS policies and procedures | | |