Position Description

Information and IntakeOfficer

* Ability Rights Centre

**POSITION DESCRIPTION**

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| Title | Information and Intake officer - Ability Rights Centre (ARC) | | |
| RolePurpose | To respond to referrals, enquiries and requests for information received by the Ability Rights Centre. To complete intake processes and transfer client matters to the appropriate staff member. | | |
| Reports To | Ability Rights Centre - Principal Solicitor | | |
| Direct Reports |  | | |
| Hours | Full time – 37.5 hours week | | |
| Internal Relationships | * IDRS Board * IDRS Members * IDRS Staff * Volunteers | External Relationships | * People with cognitive impairment/service users * Department of Justice and other government departments * NSW justice agencies and staff * Disability and mainstream services * Community-based   organisations   * Indigenous community organisations * External network contacts * Legal Aid * Private solicitors * NSW police * Courts * Victims services |

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| Key Result Areas (KRA) | 1. Reception duties 2. Responding to enquiries 3. Completing intake processes 4. Data entry and reporting 5. Reception duties 6. Administration support 7. Contributing to a cohesive, reliable, high quality service 8. Personal accountability |

| **KRA** | Key Tasks |
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| Reception duties | * Greet visitors to Ability Rights Centre office and link them to the appropriate staff person * Assist visitors with enquiries or requests for information |
| Responding to enquiries/requests for information and services | * Answer incoming phone calls * Refer incoming calls to the appropriate staff member/team or take accurate messages * Establish the caller’s situation and what they are wanting/needing from ARC * Take time to listen and communicate clearly with callers * Provide information and resources to callers as needed * Make referrals including warm referrals and where necessary assist the caller to action the referral * Assess eligibility for ARC services * Take relevant information and to facilitate ARC service provision where appropriate * Ensure that urgent matters are responded to quickly and efficiently in accordance with service policies * Respond to email enquiries or refer to the appropriate staff member/service |
| Completing Client Intake Processes for new referrals | * Take referrals for ARC services * Establish and record the client’s details to facilitate effective and timely service provision * Enter data into data base as required by intake procedures * Complete conflict checks * Ensure intake information is transferred to the relevant staff member and appointments are made to facilitate effective services * Ensure that urgent matters are transferred quickly and effectively in line with intake procedures |
| Data Entry and Processing | * Enter information into relevant client data bases in an accurate and timely manner in accordance with guidelines * Produce data reports as required * Maintain up-to-date client and other records |
| Administrative support | * Provide administrative support to staff and volunteers as directed * Maintain office supplies * Filing and archiving client and other records * Make travel arrangements and book accommodation, venues * Manage incoming and outgoing mail and email enquiries * Manage ARC petty cash * Support staff and volunteers to use administrative processes |
| Contributing to a cohesive, reliable, high quality service | * Display initiative, discretion and judgement in carrying out duties * Attend team meetings, training and events * Maintain a high level of respectful communication with staff, volunteers, ARC service users and the public * Actively contribute ideas or concerns to facilitate continuous improvement of services * Participate in working groups, projects across IDRS * Work collaboratively with other IDRS services and projects * Attend IDRS events and activities as required |
| Personal accountability | * Comply with IDRS and ARC policies and procedures * Ensure client confidentiality * Undertake work practices in a safe manner in line with Workplace Health and Safety instructions, policies and procedures * Maintain and submit timesheets as required |