Position Description

Information and IntakeOfficer

* Ability Rights Centre

**POSITION DESCRIPTION**

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| Title | Information and Intake officer - Ability Rights Centre (ARC)  |
| Role Purpose | 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
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| **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
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| 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
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| 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
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| 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
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| 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
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| 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
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| 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
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